

## EXAMPLE TWO:

This student has zeros in several categories. Explain to him he needs to participate in class since it is affecting his grade, and he can speak with his teacher to make up assignments that he missed (within two weeks of the missed assignment). And encourage him to take the Midterm and Final to help bring his grade up.

<b>Raji Abdulrahim H Alsayed Grade: F (36%)</b>			
Student ID:	3210113		
Class:	Advanced 1_AFT_Douglas		
Instructor:	Douglas Saylor Ph.D.		
Grading period:	from 04/19/15 to 07/12/15		
<b>Class Participation: 0%</b> (counts as 50% of grade)			
ASSIGNMENT	DUE	SCORE	POSSIBLE
Class Participation Week 9	Jul 02 '15	0	5
Class Participation Week 8	Jun 24 '15	0	5
<b>Homework and Quizzes: 71%</b> (counts as 50% of grade)			
ASSIGNMENT	DUE	SCORE	POSSIBLE
Unit 8 Quiz	Jul 02 '15	23	33
Homework Week 9	Jul 02 '15	0	5
Unit 7 Quiz	Jun 25 '15	26	33
Homework Week 8	Jun 24 '15	5	5
<b>Midterm Exam:</b> was not applicable for this student during the grading period			
<b>Final Exam:</b> was not applicable for this student during the grading period			
*Please note each of the four grading categories count as 25% of the overall grade when the category data is available.			
E: Excused M: Missing EC: Extra Credit			

## Students approaching 36 Month/ 3-year enrollment:

1. Check Subgroup and Booster notes regarding Year 2, and if there is a specific month that their deadline is marked as.
2. If a specific month has been determined in Booster notes, use the Student Threshold Acknowledgment form and advise the student as follows:
  - They will no longer be able to study in the ESL program after that date, and their I-20 program end date will reflect the deadline.
  - Encourage the student to apply to SDUIS Certificate or Degree Program. (If their English level insufficient).

-Go over SDUIS admissions deadlines, application fee to take the Placement Test to apply to SDUIS university programs.

-Provide SDUIS flyer with Certificate and Degree Programs offered, refer them to our website for additional details at [www.sduis.edu](http://www.sduis.edu). Explain where the university office is, and encourage them to meet with a university advisor or contact them via email.

3. If a specific month is not yet noted in Booster notes, let the student know they will be contacted by the Director with an update on their deadline. But for now they need to begin to think about the next level of their education. Go through the same SDUIS university details with them.

4. The Director of Student Services monitors students approaching their 36 month/ 3 year deadline according to SEVIS records and Booster attendance records. Vacation and Leave of Absence is included in the calculation of enrollment at USAELC. Students are contacted with advance notice prior to their deadline. A list of students is provided to the Student Services Office for advisors to contact and provide academic advising.

## VACATION REQUEST PROCESSING

### What to look for when processing Vacation Request Form

#### Confirm student is eligible for Vacation

-Bottom of notes will indicate vacation eligibility and next date change (Calculated from “Start Date” in booster profile and 12 week enrollment). Students are eligible for two weeks of vacation for every 12 weeks of continuous enrollment.

-Vacations are approved in weeklong increments. Students that have earned multiple weeks of vacation time may combine them for a maximum of 4 weeks of vacation. Vacations are not approved for periods of less than one week. Students that require a few days off will be counted as absent.

- Students are not allowed to take more than one vacation during a 12-week course.

-Check Start Date in Booster to make sure it is accurate since calculations are based on this date.

#### Form completely filled out

-Must be filled out completely, especially #3 REASON for vacation, and #4 SIGNATURE. (ACCET requirements)

-Must be submitted prior to vacation start date, unless there is a reason why they are asking for vacation from a past date (reason why they couldn’t submit form on time).

#### Contact Info

As with all forms double check contact info with Booster to make sure phone and email is current

### Attendance

- Student has at least 80% attendance.

### Unpaid

- Cannot be unpaid
- If Unpaid contact student to let them know they must catch up on their payment before the vacation can be processed

### I-20 Dates

- Make sure the I-20 End Date will not expire during the student's vacation
- After clicking link for "Vacations" to process form you will see the I-20 dates according to the student's profile info.

### Vacation Dates

- Starts on Mon/Fri, Ends of Thurs/Sat
- 4 weeks max (Accreditation requirement)
- No more than one vacation allowed during a 12-week course

### **Vacation Policy:**

Students become eligible to request 2 week vacation every 12 weeks of continuous enrollment. To request a vacation you must come to the office and fill out a Vacation Request Form at least one week in advanced with signature. Vacation time is accrued and a maximum of 4 weeks will be permitted. Students will be allowed only one vacation request per 12 week period, to not impede on academic progress. Vacation dates are processed from Monday through Thursday, and Friday through Saturday.

Please refer to Vacation Eligibility Chart below.

Class Enrollment	Vacation Eligibility
12 weeks	2 weeks
24 weeks	4 weeks (If previous vacation is not requested)
36 weeks	4 weeks (If previous vacation is not requested)

Students who have been approved for vacation and do not return to school within 2 weeks of their return date will be dismissed from the program. Students who are not maintaining good status at the school will not be eligible for vacation until they meet the requirements. Tuition will not be charged during approved vacation time. Your tuition payment due date will change with vacation approval.

### **Leave of Absence Policy:**

Students may request a Leave of Absence if they need to depart the United States. LOA requests must be submitted in writing before LOA start date with signature, and will be reviewed on a case by case basis. Documentation is required, including a copy of airline ticket with departure

date and return date. For students on F1 visa, the SEVIS record will move to terminated status during the departure dates, and will be reactivated for the return to the U.S.

Leave of Absence dates are processed from Monday through Thursday, and Friday through Saturday. Students who have been approved for LOA and do not return to school within 2 weeks of their return date will be dismissed from the program. Students who are not maintaining good status at the school will not be eligible for LOA until they meet the requirements. Tuition will not be charged during approved LOA time. Your tuition payment due date will change with LOA approval.

### **Payment Section and Vacation Processing:**

#### Payment Section for vacation in future date

-When a vacation is processed, the next tuition payment due date will adjust automatically. When the vacation date is for a date in the future, the automatic payment adjustment won't happen until the vacation date has passed; it will change on vacation start date.

## **STUDENT FEEDBACK FORM PROCEDURE**

Upon finishing their program of study, all students complete a Student Feedback form with the assistance of their advisor. The form asks students to evaluate the performance of faculty, office staff, and payment desk staff, on a scale of Outstanding, Excellent, Average, and in need of improvement. The form also asks students whether their educational goals were achieved, and whether what they learned is applicable in daily life. Finally, the form asks students for suggestions for improvement. Student responses are stored in a database, which includes their Student ID number but not the students' names, for anonymity. The forms are filed in a binder, arranged according to date.

## **PROCEDURE FOR ORGANIZING STAFF MEETINGS**

1. Send email to office with notice of next staff meeting. Include the "Agenda".

\*Specify who is supposed to attend, (Just Student Services Office, etc). The only time I do not send out an email to notify the office is if it is just one-on-one training meeting with someone.

2. Before the meeting prepare notes on the agenda items to lead the meeting. Print out 3 pages: Agenda, Meeting Minutes, and Sign-In Sheet.

3. After the meeting, place documents in Meeting Minutes Binder in accreditation room



## Subject: Placement Test Proctoring Memo-

### -Placement Test (FORM D) - Staff Assignment and Testing Information

MONDAY PT		
Group 1 - 9:00am –	New students Only	STAFF: Student Services Office
Afternoon - 3:00pm –	Re-enroll students	STAFF: Student Services Office

THURSDAY PT		
-1:30pm –	Make Up testing session Exit Test	STAFF: Student Services Office

#### For anyone who proctors the placement test....

Please make sure all student's sign on clipboard to take test

Front Desk Staff: Please make sure all students are current with payments or have paid application fee (new students)

Front Desk Staff: If the student took test earlier than 2 weeks they need to wait for the 2 week mark. Ask students to use restroom before.

No cell phones on or out during test

No talking during test

Tell students 75 min with a 20 minute left reminder. First part listening.

Tell students no bags or books on table or chair next to them. Everything must be on the floor.

Student caught cheating will have test taken away and will be given a zero

Students must wait till later in the day to be given score (only new students can get scores right away)

#### Once test is completed:

Score all test

Enter student score in Booster under note section and in test score box

Exit tests enter in exit test box

Place ID number on top right corner and hole punch

### Refund processing

Refund processing is initiated by the Student Services Office, or Admissions Office, and provided to the Payment Desk. Refunds are provided within 45 days of date of determination.

Overview for ESL FRC requests:

1. FRC is collected & processed
2. Second signature-
3. FRC given to either payment desk or Bookkeeper
  - Refund- Check & paperwork
- a. Entered in Booster
- b. Student contacted-
- c. Check picked up or mailed-
4. Once complete, reviewed for accreditation and state requirements and filed

### **Courier Fee Processing:**

1. Go to DHL Website: [www.dhl-usa.com](http://www.dhl-usa.com)
2. Click on: "Log in to my DHL Express"
3. Enter Account Information:  
 Username: SDUIS  
 Password: See Director  
 Account #: See Director
4. Get quote for shipping cost and charge student accordingly for courier fee:

#### For Online Quotes:

Click on: "Prepare a Shipment"  
 Enter package info

#### For Phone Quotes:

Customer service  
 1800-225-5345  
 Get rate and transit time

### **Addressing Complaints**

If a student has a complaint or feedback regarding USA English Language Center procedures, policies, academic decisions, faculty, staff, or other students that they wish to formally submit, they are advised to submit a Student Request Form. USAELC is committed to resolving all student grievances in a fair and timely manner. Students are encouraged to first seek guidance from the Student Advisor regarding their concerns. When such concerns cannot be initially resolved, the following grievance procedure is followed:

Informal Review The student should contact the Student Services Office. The advisor tries to resolve the matter to the satisfaction of all parties. If this informal review does not result in resolution, the student may file a formal grievance with the Exceptions Review Committee.

**Formal Review** The student must complete a "Student Request" form (available in the administrative office) and submit it to the Student Services Office. In most cases, the Exceptions Review Committee will notify of a decision within two (2) working days unless external consultation is necessary. Normally, the student is notified by email of the decision of the Committee.

**Final Review** If the grievant remains dissatisfied, he or she may appeal the decision with the Exceptions Review Committee. All facts, issues, supporting documentation, as well as a second "Student Request" form must be submitted in writing.

## **F1 Student Visa - Termination of I-20**

Students attending USAELC on F1 Student Visa will be issued at I-20 document. The SEVIS record is monitored in accordance with SEVP policies for maintaining F1 visa status. In the case of a student violating their status, the following options are provided by SEVP for reasons of I-20 termination:

Reason	What this indicates	Comments
Absent from country for five months	The nonimmigrant student <i>departed</i> the United States, expecting to return to his or her program, but was gone for a period that exceeded the five-month limit. Ensure the student is not currently in the United States and has not been for five months. Ask for travel dates and add this information to the remarks.	This termination reason is often used incorrectly. Use only when the student is <i>known</i> to be outside the United States. Use when a student's expected return is delayed because of problems in obtaining a timely visa renewal or for personal reasons. Use the remarks section in SEVIS to explain the situation. Do not use for students in the United States. For a leave of absence or if a student has to leave for family or personal reasons use <i>Authorized early withdrawal</i> . Note in the remarks if the student expects to return. Use <i>Failure to enroll</i> if the student does not enroll after a break or vacation. If during the term student no longer attends class and has not been in touch with the school use <i>Unauthorized withdrawal</i> .
Authorized below full course time exceeded	The student did not resume a full course load when required to do so (and after being authorized to take less than a full course of study for a	This reason is generally used correctly. Remarks are helpful. As these examples taken from SEVIS records show, remarks may make a

	specified period of time).	difference if the student applies to return to the United States at a later date. Examples of useful remarks: “Medical Leave exceeded one year”; “Student has consistently been out of compliance with course load requirements.”
Authorized early withdrawal	The student informs the DSO that he or she needs to withdraw from school and depart the United States prior to program completion. Students have 15 days from the termination date to depart.	With a timely departure there are no adverse implications. Use remarks, as they are helpful in future determinations. Examples of useful remarks: “Student will remain in Indonesia and take two semesters off to wed in the Fall”; “Family Emergency”; “Documented medical reasons.”
Death	The student dies.	Do not use to indicate withdrawal due to the death of a family member. Use only to indicate death of a student. Include date of death and other useful information such as: “Death Certificate on file”; “Death certificate number XXX filed in ABC County”; “Email from family in Japan, student had a heart attack on [date]”; “Student died in car accident on [date] in [city, state].” For withdrawal due to death of a family member use <i>Authorized Early Withdrawal</i> .
Expulsion	A student that was not able to maintain status in his or her chosen program because of expulsion from school.	Use the remarks section to give additional information. This will help in making a determination whether or not the student should be given the opportunity to reenter the United States. Do not use in place of <i>Failure to Enroll</i> or <i>Unauthorized drop below</i> for poor attendance.
Otherwise failing to maintain status	A termination by the DSO for any reason not otherwise contained in list. The DSO should include remarks that provide further detail on the reason for record <i>Termination</i> .	Use where there is not another more specific termination reason. Be very clear in the remarks. Use for students who are terminated due to CPT or OPT violations as this is training, not employment. Do not use in place of <i>Failure to enroll</i> , taking less than a full course load or less than full-time



		attendance (use <i>Unauthorized drop below</i> ), or terminating a duplicate record. Duplicate records should be data fixed to show they have been cancelled.
Suspension	The student was not able to maintain status by attending a full-course of study in his or her program because of suspension from school.	Use when the school puts the student on academic suspension. Do not use for a leave of absence – use <i>Authorized withdrawal</i> . If a student cannot enroll because he or she was suspended, use this reason instead of <i>Failure to enroll</i> . Helpful remarks will include the term of the suspension, such as: “Academic suspension, may reenroll [date]”; “Academic suspension, may not return for three years.”

## Exit Test

When a student turns in their Last Day form the advisor requests that the student attend exit test, offered weekly on Thursday afternoon. The exit test allows USA ELC to evaluate the student’s progress during enrollment. The test proctor will grade the test and enter the grade in the database under Exit Test Score. The test and grade sheet are to be placed in the student’s file.

## Other Services

### Housing Assistance -

USA ELC assists students with their housing needs. Housing is not offered on site, however assistance is provided as needed.

### Reception Desk –

The staff at the reception desk are available to answer questions about getting settled in San Diego, health insurance options, and any questions students may have about their program.

### Assessing Student Satisfaction

USA ELC is committed to regularly assessing, documenting, and validating the students’ satisfaction with the education and training services provided. Upon completion of a program, students are asked to complete a Satisfaction Survey Feedback form, which allows them to provide feedback. The feedback is summarized and the aggregate of the responses is provided to the instructors as a part of the instructor evaluation process. The feedback of the survey is summarized and recorded Opportunities for improvement and follow-up action is discussed during staff meetings.

## **C) Administrative Services**

### **C1. Change of Status**

Individuals currently in the US may apply for a change of status from certain nonimmigrant classifications to F-1 student status as long as their visa originates from their home country. Check to see if the I-94 is valid for at least 30 days. This amount of time is needed to ensure delivery of all documents before expiration of I-94.

Provide the student with information for receiving assistance for Change of Status as needed. Change of Status assistance is offered weekly in the administrative office for students admitted to USAELC..

### **C2. Reinstatement**

A student who has failed to maintain F-1 student status and wishes to continue studying in the United States must regain valid status. The student will need to submit an application for reinstatement to U.S. Citizenship and Immigration Services (USCIS) along with applicable fees. Provide the student with information for receiving assistance for Reinstatement as needed. Reinstatement assistance is offered weekly in the administrative office for students admitted to USAELC.

### **C3. Immigration Questions/Assistance**

Assistance with immigration questions pertaining to F1 Student Visa is provided by advisors to students, in accordance with SEVP policies and procedures. Staff training and meetings are held regularly to inform advisors of currently F1 policies. If a specific immigration question requires further research, the advisor will consult their supervisor. USAELC staff are only permitted to provide information of 100% accuracy to current students and potential students.

### **C4. Employment and Human Resources Functions**

To assist in the administration of legally compliant employment practices USAELC uses the resource “HR Handbook for California Employers” located in the administrative office. The book provides access to forms online at [www.calchamberstore.com/support-with-the-code-hrh-43872563](http://www.calchamberstore.com/support-with-the-code-hrh-43872563) .

Hiring -There are several forms that a new hire must read, complete, sign, and return within the first 3 days of employment.

These forms include:

Manual receipt and acknowledgement

Written offer of employment and statement of understanding regarding work hours, pay, and at-will employment

Dress code

Internet policy

Confidentiality and Non-Compete Agreement

Attendance policy

Direct Deposit

Employment Verification – (please provide copies of ID and SS card or Passport)

Background Check Authorization

W-4 for federal income tax withholding

DE-4 for CA income tax withholding

Additionally, there are 3 information pamphlets that are given to the employee upon hire

*All New-Hire Forms and Pamphlets are available in the “New Hire” File. A copy or original of all forms should be kept in the personnel file of the employee. Forms W-4 and DE-4 are given to the Payroll department.*

Classifying an employee as exempt or non-exempt – The President may consult with the attorney regarding classification and pay of workers. Consult the exempt analysis worksheets in the “legal reference” file in the attorney files.

Classification of independent contractors or employees

Provide the President with the “Employment Determination Guide” in the “References for Legal” file in the attorney files.

Leaves of Absence – employees are given information on paid family leave, workers’ compensation, and disability at time of hire. All requested leaves of absence will be evaluated by the attorney within 72 hours and a written evaluation of the employee’s claim will be submitted to the President with citations to relevant law.

Workplace Safety – The attorney should identify areas of liability on a daily basis and inform the President of any safety violations. New hires are provided workers’ compensation information at the time of hire.

Preventing Discrimination and Harassment – A pamphlet is provided at the time of hire. If an employee reports discrimination or harassment a meeting will be scheduled with the attorney and the President within 72 hours of the report. If the discrimination or harassment is severe the employee may be excused, with pay, until the situation can be assessed by the President and Attorney.

Wage Garnishment -- Orders for child support, debt repayment, and back taxes will be given to the Attorney to evaluate compliance. A copy of the court order should be placed in the personnel file as the legal basis for the payroll deduction. Advise the employee of the court order, as well as the day you will make the deduction, within 10 days of receipt, unless the order specifies otherwise. A chart to determine priority of and percentages of deductions is provided in the “References for Legal” file.

Ending the relationship- Different types of endings require different timelines and disclosures. However, for every ending the attorney should:

Gather the personnel record and relevant documentation.

Provide EDD's *For your benefit: Programs for the unemployed* handout available in the "Terminating Employees" file in the attorney files.

If the employee receives health benefits fill and provide appropriate COBRA and Cal-COBRA forms.

Instruct Payroll to provide a final paycheck in the appropriate time frame, see types of endings below.

Schedule an exit interview as soon as possible.

Accompany the departing employee to gather their personal effects and ensure no company property (including print-outs, forms, or electronic data) is taken.

Escort the departing employee off the property.

Types of endings:

**Voluntary Quit** – When possible resignations are effective immediately. If no letter of resignation is provided, provide employee with the *Notice to Employee as to the Change in Relationship* in the "References for Legal" file in the attorney files. The last paycheck should be provided within 72 hours of resignation or on the last day of work if more than 72 hours of notice was provided and accepted.

**Lay-Off** – Provide employee with the *Notice to Employee as to the Change in Relationship* in the "References for Legal" file in the attorney files at least 5 workdays before the lay-off.

**Termination** –

If the President chooses to fire an employee for cause examine the reasons and any documentation carefully for wrongful termination liability. Use the *termination determination checklist* in the "Terminating Employees" file.

When possible it's best to say your performance was not what we require for your position and at this time we are unable to provide the training necessary to bring you up to speed. Decline to give any more reasoning. California is an at-will employment state therefore the employee is not entitled to a reason, and reasons given may open the employer to discrimination lawsuits if those reasons are not listed in the handbook AND always and equally applied.

Use the *termination checklist* in the "Terminating Employees" file to ensure that the terminated employee has been provided with all the required forms and disclosures.

Notice to Employee as to Change of Relationship

EDD's *For your benefit* handout

HIPP notice.

Relevant COBRA disclosures if the employee participates in health plan.

Provide the final paycheck within 24 hours of termination but preferably at the time of termination.

**Change in Status** – If an employee is being changed to an independent contractor, provide employee with the *Notice to Employee as to the Change in Relationship* in the "References for Legal" file in the attorney files. Fill out any necessary payroll forms (including DE-34 and DE-542 and a new W4). Provide any benefits paperwork associated with the new status. Provide a brief orientation explaining the details that result from the change in status.

**Job Abandonment** -- If a person does not show up to work for 72 hours with no excuse it will be considered a voluntary quit and attorney should call employee and inform payroll department that the final check should be issued in 72 hours. There is no law requiring the company to send the check, only to make it available in the way wages are normally paid.



Refusal to Accept Work – If an employee refuses to accept work that is appropriate to their health, safety, morals, or physical condition that is consistent with their prior experience and earnings, and a reasonable distance from the person’s residence then they can be terminated.

Exit Interview – When an employee or contractor quits or is discharged the President will schedule an Exit Interview with the attorney, usually immediately following the end of the relationship. The attorney provides the former employee with the correct Exit Interview for their position from the attorney hard drive. Faculty are given the “Faculty Exit Interview” and staff are given the “Exit Interview” (Appendix 28).

The first page of the form is filled out by the attorney or the supervisor showing return of company property.

The second page is a list of questions designed to improve the position that will now be vacant.

Please ask the former employee to answer honestly and completely.

The exit interview is also an opportunity for the attorney to assess whether or not the departing employee or contractor poses a threat of liability to the school. If the attorney so determines, the President will be contacted and consulted regarding the execution of a release and separation agreement for aggrieved or aggressive employees or contractors.

## **D) Accounting Procedures**

### **Division of Duties**

The following is a list of personnel who have responsibilities within the accounting department.

#### President:

Reviews and approves all financial reports

Develops annual budgets

Receives unopened bank statements and review for discrepancies

Reviews all bank reconciliations

Processes payroll, including payroll tax returns (if not using 3<sup>rd</sup> party payroll service)

Reviews the payroll summary for the check amount, hours worked, new hires, and employee status changes

Authorizes all purchases of \$100 or more

Reviews all vouchers and invoices for those checks which require his or her signature

Reviews and approves list of pending check disbursements

Reviews all contracts for goods and services over the year

Manages petty cash fund (if applicable)

Authorizes all inter-fund transfers

#### Accounting Manager:

Receives reviewed bank statements from President

Submits requests for inter-fund transfers (if applicable)

Maintains and reconciles the general ledger monthly

Posts all month end adjusting journal entries in accounting system

Prepares all financial reports for President

Reconciles all bank accounts

Post all cash and check receipts in accounting system  
Reconciles the statement of credit card deposits and service charges  
Posts journal entries for payroll in accounting system  
Manages the assets accounts  
Reviews all cancellation and refund calculations

Bookkeeper:

AP:

Receives and opens all incoming mail, *except* the bank statements  
Prepare checks

AR

Payment Center:

Receives all payments from new and existing students for tuition, registration, and other fees  
Processes credit card payments  
Prepares cash receipts log for petty cash fund (if applicable)  
Completes all cancellation and refund documents  
Mails out check disbursements and reimbursements

Director:

Acts as second signer on checks  
Reviews all vouchers and invoices for those checks which require his or her signature

## **Cash Receipts Procedures**

Cash & Checks Received at Payment Desk

Cash and checks received from students at the payment desk must be issued a receipt. The payment desk staff will generate a receipt from the accounting system. Two copies of the receipts will be made. One copy will go to the student making the payment and one copy will remain with the payment desk.

The payment desk staff should not commingle the cash with the checks. There is a form for Cash Deposits and another form for Check Deposits.

Procedures for Cash Received

Payment Center staff will prepare a Cash Deposit Form and deposit slip. Payment Center staff will then attach all cash, Cash Deposit Form, deposit slip, and corresponding receipts and give to President for review and deposit into the bank. The total on the Cash Deposit Form should equal the total on the deposit slip and cash on hand.

Procedures for Checks & Money Orders

Payment Center staff will make a copy of the checks and money orders received, endorse each check, complete the Check Deposit Form and prepare a deposit slip. The deposit slip, copy of checks and money orders, and Check Deposit Form should all be attached along with the original

checks and given to the President for review and deposited into bank. The total on the Check Deposit Form should equal the total on the deposit slip and cash on hand.

Note:

Procedures a & b will be done at the end of each day when all cash and checks are received.

Preparation of Cash Deposit Forms

At the end of each day when all payments have been received, separate all cash, checks, and credit card receipts.

Using the Cash Deposit Form, enter the student's first and last name and the amount received on the top portion of the form, Box #1. Next, enter the course revenue for which the student is paying. Course revenue list is located at the bottom left, Box #2. This should be done for each student paying cash.

Next, total all course revenue and enter total amount in Box #2. Total amount of all course revenue should equal Total Amount in Box #1.

Last, enter in Box #3 the number of bills and amount for each denomination. Total cash should also equal Total Amount in Box #1 and Total Course Revenue in Box #2.

Checks Received by Mail

Payment Center staff receives all incoming mail. All checks or money order received by Payment Center staff should be recorded on the Check Deposit Form.

Follow procedure "b" from above.

Funds Received from Credit Card Charges

Payment Center staff is responsible for processing the receipts of funds through the credit card machine. Daily batch close should be done at the end of each day. All receipts generated through the credit card machine and batch close summary report should be attached to the Check/C.C. Deposit Form and given to the President for review.

Once the President has reviewed all Credit Card charges, the President will initial the Check/C.C. Deposit Form and give back to Payment Center staff.

Prepare a deposit slip. Deposit slip should be dated for today's date.

Attach Cash Deposit Form, deposit slip, copy of receipts, and cash. Give deposit package to the President for review and deposit to the bank. Once President obtains a receipt from the bank, the President will give Payment Center staff back the Cash Deposit Form with the receipt from the bank. Bookkeeper will then post the deposit into the accounting system using Box #2.

After the President makes the deposit to the bank, the President will give back the Check and/or Cash Deposit Form packets with the deposit receipt from the bank. Next, the ACC Manager will post the deposit into the accounting system, print a posting report from the system to confirm all student funds received have been posted to student accounts, and file the packet by date order. Any Deposit Form packets that do not have a deposit receipts from the bank should be brought to the President's attention.

Payment Center staff will post the deposit into the accounting system, print a posting report from the system to confirm all student funds received have been posted to student accounts, and file the packet by date order.

Bookkeeper will sign the Cash Deposit Form under Posted By and Date. Bookkeeper will file Cash Deposit Form by date order.

Preparation of Check Deposit Forms

At the end of each day when all payments have been received, separate all cash, checks, and credit card receipts.

Using the Check Deposit Form, list all of the checks received, course revenue, check amount, and check date.

Total all Course Revenue and enter amount in Box #2. Total amount should equal total deposit from Box #1.

Prepare deposit slip. Deposit slip should be dated for today's date.

Attach Check Deposit Form, deposit slip, copy of checks, and original checks. Give deposit package to the President for review and deposit to the bank. Once President obtains a receipt from the bank, the President will give the Bookkeeper back the Check Deposit Form with the receipt from the bank. Bookkeeper will then post the deposit into the accounting system using box #2. Bookkeeper will sign the Check Deposit Form under Posted By and Date. Bookkeeper will file the Check Deposit Form by date order.

## **Accounts Payable**

The USA ELC and University incur costs and expenses in pursuing its mission. The objective of the Accounts Payable system is to provide assurance that the expenditure of the USA ELC and University funds is properly authorized, goods and services are properly received, payment is properly documented and approved, and that the purchases and payments are properly recorded.

### Purchase and Payment

Proper receipt of goods and services is documented to support payment of invoices for the goods and services received. The AP is responsible for assembling invoices and supporting documents and codes and sending the invoices to the appropriate account. The President approves the invoices for payment. The AP prepares the checks for signature and delivers to the vendor. Monthly, the costs and expenses are accumulated into the financial statements. The financial statements are compared to the budget and variances are reviewed.

The above is the basis accounts payable system. To effectively maintain system integrity, the following procedures shall be followed.

### Authority Levels

The President must authorize every purchase of goods or services over \$100.

### Authorized Check Signer

President and Directors may sign checks. Two signatures are required for every check.

## **Check Disbursement Procedures**

Invoices are received in a variety of ways. Invoices arrive via mail, emails, hand delivery, or are included in shipments.

All invoices shall be routed to the Bookkeeper for processing.

The Bookkeeper will review each invoice for accuracy and match with approved supporting documents. If there is inadequate supporting documentation, the invoice shall be routed to the person ordering from the vendor for approval and provision of supporting documents, and then returned to Bookkeeper for further processing.



All invoices must be approved by the President prior to disbursement. Approval is indicated by signature or initial and dated on each invoice. If there are any questions or concerns about the amount, the Bookkeeper should investigate and provide further information to the President. Recurring expenses such as utilities, monthly rentals, etc. do not need an approval.

The Bookkeeper will code each invoice and enter it into the accounting system by vendor's invoice number, date of invoice, date due, amount, discount if any, and accounting code.

Checks are printed every Thursday using the accounting system. Bookkeeper shall ensure that all invoices are paid within vendor's terms. At this time, the Bookkeeper shall run an A/P Aging Report generated by the accounting system.

The printed checks, invoices, and A/P Aging Report shall be forwarded to the authorized signer, the President. As soon as the President approves and signs the checks, he/she will present them to the next authorized signer for the second signature. The second authorized signer will double check the check amount.

Once signed by both authorized signers, the checks will go back to the Bookkeeper for mailing.

Checks will be mailed on Fridays. In the event that the Bookkeeper is not available, the Receptionist will assume these duties.

Checks stubs and invoices are filed by vendor alphabetically.

The Accounting Manager will review the A/P Aging Summary once a month to determine if there any outstanding invoices that have not been paid. The Accounting Manager will investigate the non-payments of the invoices with the Bookkeeper.

## **Reconciliations**

### Bank Reconciliations

Bank statements should be delivered to the President unopened. Once the President receives the bank statements, he or she will open and review the contents for inconsistent check numbers, signatures, cash balance and payee and endorsements at a minimum. The President will forward the bank statements to the Accounting Manager (an individual without check signing rights) for reconciliation.

The Accounting Manager should reconcile the bank accounts immediately upon receiving the bank statements. All accounts will be reconciled no later than 7 days after receipt of the monthly bank statements. In the event that it is impossible for the Accounting Manager to reconcile the bank statements within the 7 days' time, the President should be notified.

When reconciling the bank statements, the following should be included in the procedures:

Comparison of dates and amounts of daily deposits as shown on the bank statement with the cash receipts journal.

Ensure bank transfers between accounts have been recorded on the books.

Review all returned checks or deposits.

Comparison of wire transfers dates received with dates sent.

Comparison of canceled checks with the disbursement journal as to check number, payee, and amount.

An accounting for the sequence of check numbers from month to month.

Review checks which have been outstanding for more than 6 months.

Completed bank reconciliations shall be reviewed by the President.

The Accounting Manager will prepare all necessary monthly adjusting journal entries in the general ledger.

Bank reconciliations reports shall be filed with the bank statement in order by month in the President's office.

#### Reconciliation of all other General Ledger accounts

The Accounting Manager is responsible to reconcile all other general ledger accounts other than the bank accounts. These reconciliations should also be reviewed by the President.

Other General Ledger accounts include:

#### Cash

The balance of cash should agree with balance on bank reconciliation each month.

#### Petty Cash (if applicable)

A log should be kept to record all increases and decreases of cash. Receipts should be attached to the log for the month. A new log is required for each month. Last month's ending balance should be current month's beginning balance. The balance of cash should agree with the balance recorded on the log.

#### Prepaid

The amounts in these accounts should equal advance payments paid to vendors at the end of the accounting period.

#### Property, Plant & Equipment

The amount in this account is equal the depreciation schedule (if prepared by the Accounting Manager). Additional purchases or disposal should be updated.

#### Accounts Payable

The amount in this account should equal the amount owed to all vendors and aging report at the end of the accounting period.

#### Payroll Tax Liabilities

The amount should equal the amounts withheld from employees and employer portion of the expense for the period that has not been remitted to the government.

## **Purchases**

#### Purchase & Check Requests

All purchases over \$100 require the completion of a Check Request Form. Complete all pertinent data on the Purchase Request Form (Appendix 42). Purchase Request Form is also to be used for Credit Card purchases.

All Purchase Requests with supporting documentation should be given to the President for approval. Once the President has reviewed the request and supporting documents, he or she will approve the Purchase Request by signature. The request will be given back to the person requesting the purchase. Approved Purchase Request will be forwarded to the Bookkeeper for processing.

#### To Prompt a Purchase

When a normal cash disbursement procedure of invoice is not appropriate, a check request should be completed and forwarded with any other form of supporting documentation to the President. If the check request is made out the President, then the President cannot approve the check request.

Approved check requests should be forwarded to the Bookkeeper for payment.

In the absence of supporting documents, receipts for purchase must be given to the Bookkeeper to attach to check request within one week from the check date.

#### Credit Card Purchases

The President carries a credit card in his or her name. All purchases using the company credit card must be approved by the President, regardless of amount.

The credit card is used to purchase goods or services relating to the University.

The credit card should not be used for personal or non-business expenditures at any time.

All receipts pertaining to the credit card charges shall be given to the President.

The President will keep all receipts or supporting documents for the month and forward to the Accounting Manager along with credit card statement for reconciliation.

The President will review every credit card statement to ensure accuracy of charges. Any discrepancies on the credit card statement should be resolved by the President with the credit card company immediately. Once review of credit card statements or discrepancies has been resolved, the President will initial the credit card statement to let the Accounting Manager know the credit card statement has been approved for payment. The President should indicate on the credit card statement how much is to be paid. The amount to be paid should be written on the remittance portion of the credit cards statement.

As soon as the Accounting Manager receives the approved credit card statement, payment will be processed the same way as cash disbursements.

## **Payroll**

#### New Hires

New hires to the University are offered a position by the President. Generally, the President will interview potential candidates and select the candidate best qualified to fit the position.

A background check is usually undertaken before any offer.

The President maintains the employee personnel file. The file shall contain the following:

Resume

Application

W-4 (Federal/State withholding declaration)

I-9 (Immigration)(if applicable)

Copy of Driver's License (if applicable) or Passport

Copy of photo ID is required if Driver's License and Passport are not applicable.

Permanent Resident Card (if applicable)

Insurance Benefits forms signed by employee. (This is usually filled out later when the employee becomes eligible for insurance.)

Signed Dress Code

Signed Confidentiality Agreement

Internet Policy

Performance Reviews

Disciplinary Statements

Approved benefit changes

Vacation requests and approvals

Documentation of Sick Days

## Documentation of Leaves of Absences

Employee files are to be kept in a lock file cabinet in the President's office. Access to these files other than the President should be authorized by the President.

### Payment of Payroll

#### Payroll Period

Payroll is based on a semi-monthly payroll period. The first payroll period is paid on the 18<sup>th</sup> and the second payroll period is paid on the 3<sup>rd</sup> of the following month.

#### Payroll Payment Dates

The 1<sup>st</sup> through the 15<sup>th</sup> is paid on the 18<sup>th</sup> and the 16<sup>th</sup> through the 31<sup>st</sup> is paid on the 3<sup>rd</sup> of the following month. The President has the discretion to release the paychecks on the first day after a payroll payment date that falls on a weekend or holiday. Paychecks are generally distributed to all employees by the President.

#### Payroll Submission Dates

Payroll is submitted to a 3<sup>rd</sup> party payroll service (Paychex), three days prior to payroll payment date. Should these dates fall on a weekend or holiday, the payroll shall be submitted on the first available business day. Timesheets (Appendix 43) shall be submitted to the President immediately after the end of the payroll period.

## **Financial Reporting**

### Monthly Reports

The Accounting Manager is responsible for preparing the monthly financial statements for the President to review.

These statements include:

- Balance Sheet
- Profit & Loss Statement
- Budget-To-Actual report
- Accounts Receivable Aging Summary
- Accounts Payable Aging Summary

The monthly reports are to be reviewed by the President and used to make financial decisions.

### Year-End Reports

The Accounting Manager is responsible for preparing year-end financial statements for the President to review.

The statements include:

- Balance Sheet (Current to Prior year comparison)
- Profit & Loss Statement (Current to Prior year comparison)
- Budget-To-Actual (Year-to-date)
- A/R Aging Summary (Year-to-date)
- A/P Aging Summary (Year-to-date)

### Audit

The services of a Certified Public Accountant will be engaged to prepare a formal financial audit of the fiscal year end.



## QuickBooks

### To Create a Sales Receipt

Go to QuickBooks

Under Customer tab – select Enter Sales Receipts

Enter student's full name under Sold To. If student will not be a reoccurring student, do not enter student into QuickBooks. Only student who will be back should be entered into QuickBooks.

Enter today's date.

Sales No. – should be automatically generated by QuickBooks.

Check No. – enter check number if student is paying by check. If not, leave blank.

Payment Method – Select appropriate payment method using the drop down box.

Item – using the drop down menu, select the correct revenue account the student is paying for.

Description – description for revenue should come up automatically. Enter additional information in description, if needed.

Enter Qty. – in most cases, Qty. should be 1.

Rate – enter the amount student is paying.

Enter Save & Close.

Make two copies of receipt. One will go to student and another will be attached to payment and put away to be deposited at the end of the day.

### How to Post a Deposit

Once the President makes a deposit, he or she will forward the bank deposit receipt to the Bookkeeper.

The Bookkeeper will attach the receipt to the deposit packet.

The Bookkeeper will post the deposit into QuickBooks.

In QuickBooks – go to Company tab – Make General Journal Entries.

Date – use bank deposit date.

Entry No. – this number is automatically generated by QuickBooks. Do not change.

Account – Bank of America – General – Debit.

Account – Undeposited Funds – Credit.

Enter – Save & Close.

Stamp the deposit with a “Posted” stamp and the Bookkeeper should initial deposit packet and file using date order.

### How to Post a Vendor Invoice

In QuickBooks, go to the Home Page.

Go to the Icon, Enter Bills.

Vendor – Enter the Vendor name. If this is an existing Vendor, select the Vendor from the drop down box. If this is a new Vendor, set up the new Vendor under the Vendor List.

Date – Enter the date of the invoice.

Ref No. – Enter the invoice number.

Amount Due – Enter the amount of the invoice.

Bill Due – This should come up automatically if terms are set up under Vendor file. Usually all terms are Net 30 days.

Account – Select the correct expense account pertaining to the invoice.

Click Save & Close.

Vendor invoice should be filed by due date order

## **E) Payments Center**

### **E1. How to Process Student Payments**

Payment Desk staff is available during business hours to receive payment from students in the form of credit card, cash and check. Students are provided a receipt and the information is entered into the database in account history. Students receive an automated tuition payment reminder the week prior to their next tuition due date.

### **E2. Late Fees**

USA ELC late fee for tuition payment is \$25. This applies to any tuition payment received after the due date noted in the students account.

### **E3. Unpaid Accounts**

Students receive weekly calls/emails and may not attend class while unpaid.  
At 2 weeks unpaid, students are withdrawn, and moved to a withdrawn status.  
University students cannot register or receive other services while unpaid.  
USA ELC students can not apply for vacation, change classes or receive student services while unpaid.

### **E4. Wire Transfers**

Provide students with wire transfer information, available from Director.

### **E5. Refunds due to withdrawal or cancellation**

Students will receive a refund for unused tuition, including students that USAELC terminates due to failure to adhere to the institution's attendance, conduct, or student progress policy. The refund is paid in the form of a check by the Business office within forty-five (45) days from the documented date of determination. Student will be contacted to pick up their check at the USAELC office. If the check is not picked up within forty-five (45) days, it will be mailed to the last provided mailing address.

The cancellation and refund policy is specified on the student's enrollment agreement. The Last Day Request Form, Cancellation Request Form and Termination Request Form contain a refund calculation section on page 2 of the forms, used to assist with refund processing. If the student does not submit the form to the office, an advisor will complete the form once it is determined that the student is no longer attending the program. The refund calculation is provided to the Accounts Payable department and processed within 45 days. Once the refund check is ready it is delivered to the payment desk. The payment desk is responsible for notifying

the student that the refund check is available for pickup in the administrative office during business hours. If the check is not picked up by the student within 45 days, the check is mailed to the last known mailing address on file.

## **E6. Invoicing Third Party Sponsors**

Create invoices:

Invoice number is the date ex. Feb 24: 224 followed by 121, 122, 123, etc.

Input invoice date

Print a copy of invoice to keep in file until funds arrive, then file into student file.

Send a copy of invoice to sponsor.

In database notes enter that sponsor was invoiced for said dates.

## **F) Instructor Procedures**

### **F1. Orientation and Training**

#### **Orientation and Training**

USA ELC ensures that all new instructors are completely oriented to operational policies and procedures, are provided all the necessary tools to perform the expected duties, are provided professional growth and in-service opportunities, and are completely aware of the performance expectations.

1. Each newly hired instructor will receive orientation as provided by the faculty coordinator. In addition, new instructors will be closely monitored during the probationary period of at least one quarter.
2. The instructor will be provided the following documents specific to his or her job responsibilities:
  - Employment Agreement
  - Faculty Handbook
  - Full set of books, multimedia materials, and any other materials needed for the classroom
  - Additional documents to include but not limited to Confidentiality Agreement, Dress Code, Internet Usage Policy, Syllabi, Daily Lesson Plan, Workbooks, etc.
3. Following the orientation period the instructor will be observed and provided feedback according to USAELC teacher observation schedule.
4. All instructors will be expected to attend periodic meetings, in-service sessions, and outside professional growth activities. Costs and expenses are generally paid by USA ELC. More specific guidelines will be provided as required.

### **F2. Materials Procedures**

Instructors are responsible for ensuring that equipment provided by USA ELC in the classroom is maintained and working. He or she should verify that all equipment is functional

before class begins. If the equipment suffers a failure, the instructor is responsible to notify the administrative office.

The instructor is not to remove any equipment from the designated classroom under any circumstances. If an instructor wishes to make photocopies for their class, they must follow the copy policy, which permits instructors to make three copies, per day, per student, and meet any copyright policies.

## **Checking Out Materials**

### **Procedure for Checking Out Books and Supplemental Materials:**

Books, workbooks and supplemental material are available to USAELC instructors, located in the faculty room. Contact File Clerk to open cabinet.

Fill out a Book Slip with the following:

Instructor's name

Date of check out

Instructor's initials

Place the Book Slip in the space where the book was taken from.

To return the book, place it in the Return Box to be filed back on the shelf.

### **Procedure for Checking Out LCD Projector/Cords/Multimedia equipment**

Contact file clerk to open file room where items are located.

Fill out a Sign-out Form with the following:

Instructor's name

Date of check out

Instructor's initials

Items are collected at the end of the night and returned to the office by staff administration.

## **F3. Performance Evaluation**

USA ELC has adopted a management by objective approach to performance appraisal. It is the supervisor's/manager's responsibility to develop and maintain a work environment in which employees can openly discuss performance and develop plans. The employee, as well as the supervisor/manager, is to bring the following to the review meeting:

Completed Employee Performance Evaluation Form

The supervisor/manager is responsible for establishing a relaxed atmosphere at the performance review and encouraging two-way communication. The discussion should be conducted in a positive manner, in complete privacy and with no interruptions. The supervisor/manager shall verify that the employee is familiar with his or her job duties, previous goals, and the appraisal criteria or factors. At the conclusion of the performance appraisal, the employee will be requested to sign the appraisal verifying that he or she participated in the evaluation. The employee should be encouraged to submit comments about the appraisal that will become part of



the record. A date for the next appraisal shall be agreed upon and noted on the appraisal form. The employee must be given a signed copy of the appraisal. The appraisal is then submitted for review by the next level of management.

The supervisor/manager will rank the employee's performance according to his or her relative level of contribution to the company. Factors will include how well the employee has met the objectives agreed upon in the last review and the employee's level of contribution to the success of the department/division relative to other employees. The supervisor/manager will rank all department/division employees in one of five groupings:

Outstanding, Very Good , Good, Marginal, Unsatisfactory

#### **F4. Development**

USA ELC Faculty undergoes teacher development each quarter in the form of in-service training. The in-service training that the USA ELC provides to its faculty facilitates professional development and improves teaching effectiveness. During the in-service training, faculty learn better classroom management, communication techniques, how to strengthen the curriculum, and additional personal and professional development topics.

#### **F5. Faculty Meetings**

USA ELC Faculty meet as a group each quarter to gather and discuss certain agendas. The faculty meetings are held between faculty and the USA ELC Director, Assistant Director, and Director of Student Services. The meetings offer the opportunity for the leaders of the USA ELC to give direction and advice to the faculty. News about the curriculum, procedures, and the USA ELC in general is given. During this time teacher has the chance to address any questions or concerns they have regarding school policies, their students, facilities, etc.

#### **F6. Supervision of Instruction**

The Program Director and faculty coordinator are responsible for supervising the instructors at USA ELC. Various administrative staff assist with the day-to-day oversight of the instruction and instructional program. The following are suggested for the effective oversight of the program.

The faculty coordinator will periodically verify each instructor's ongoing compliance with all policies and procedures outlined in the Faculty Handbook.

Designated lead instructors, along with the administration of USA ELC, will observe class to verify appropriate pacing and classroom presentation and management skills.

The faculty coordinator will verify instructor notes, student attendance, and student progress to verify that proper documentation has been maintained.

The faculty coordinator will give immediate, informal feedback if areas requiring improvement have been identified in any of the above areas. This should be documented for future reference and follow up during formal evaluations.

The instructors will be formally evaluated once per quarter. A copy of the evaluation must be forwarded to the Director for review and approval.

## **G) Curriculum Updates Academic Policy and Level Progression**

### **G1. Curriculum Updates**

Revisions to the curriculum requires accreditation approval prior to being implemented. The Program Director and Assistant Director stay up to date with program and curriculum trends in the marketplace, via publishers and conferences. When any changes to the current curriculum are considered beneficial to the program, a timeline for applying changes is planned, and an implementation schedule is developed.

Feedback relative to instructional methodology, textbooks, homework exercises, training services provided, etc., is solicited from students and instructors.

Students complete a course evaluation at the end of each twelve-week session. These evaluations are collected, summarized by the Program Director.

Instructors are encouraged to regularly discuss problems/suggestions regarding the curriculum with the Program Director, and at faculty meetings.

Results and information from surveys and student testing is collected, reviewed, and analyzed for the purpose of constantly improving the curriculum and the training services provided. The curriculum is discussed during faculty meetings and regularly by the administrative personnel.

### **G2. Academic Policy and Level Progression**

Upon enrollment at the USA English Language Center students are given the Placement Test to measure their academic English skills and placed in class according to their level. Classes are on a 12-week course session with open enrollment throughout the year. Students are graded on a weekly basis in the following categories. For information on viewing current grades students may contact the office for instructions. Students may also request an academic transcript to verify current grades.

Grading Categories:

25% - Class Participation

25% - Class Work (Homework, Quizzes)

25% - Midterm Exam

25% - Final Exam

LOW	HIGH	GRADE
90	100	A
80	89.9	B
70	79.9	C
60	69.9	D
0	59.9	F

In order for students to progress to the next level of study they must successfully complete a 12-week session of the same level with a passing grade of “C” or higher.

## **SATISFACTORY ACADEMIC PROGRESS POLICY**

USA ELC Satisfactory Academic Progress Policy monitors timely progress by students toward completion of an academic program and ensures that students are successfully progressing through their classes.

Students enrolled at the USA English Language Center are required to progress to a higher level course, or a focus course, if they receive a grade of A or B upon completion in their current course. Students that receive a grade of C or D may petition to repeat the course based on a sound academic rationale and the approval of their Individualized Learning Plan. Students are allowed to repeat a 12-week course a maximum of 2 times. Therefore, a student can remain in the same level class and/or same focus class for a total of 3 sessions, 36 weeks, if their skill level and grades warrant a repeat and a repeat is approved. When a student repeats the course, the instructor will provide supplemental materials to ensure that the student is being challenged.

Lack of reasonable and consistent progress, failure to complete enrolled courses with passing grades and failure to maintain status is grounds for probation and eventually dismissal. Students may not exceed a total program length of 36 months while enrolled at the USA English Language Center. The 36-month timeframe includes time that students take off while on vacation or leave of absence. Students will be contacted by the administrative office in accordance with the Academic Probation Policy when they are nearing the SAP thresholds.

Students enrolled at the USA English Language Center may appeal a determination that he or she is not meeting the student progress standards, by completing the Student Request Form available in the administrative office. The Student Request Form is reviewed by the Exceptions Review Committee, which consists of at least three members of the administrative staff and directors at the USA English Language Center. The Exceptions Review Committee meets weekly to review any pending student requests, and provides a written response in the form of email within two business days of the meeting.

### **Academic Probation**

USA ELC policy encourages timely progress by students toward completion of an academic program. Lack of reasonable and consistent progress, failure to complete the enrolled course with a passing grade and failure to maintain status are grounds for probation.

Grades are monitored and reviewed by the Administrative Office every 6 weeks; at the midterm of the course session, and after the final week of the course session. Students who have not achieved a grade of D or better will be placed on probation.

Students who are placed on Academic Probation:

**1<sup>st</sup> Probation:** sent an email notification

**2<sup>nd</sup> and subsequent probations:** are contacted and required to come to the office to speak with and Advisor. The Advisor will discuss their situation, and the student is required to sign a form identifying what they will do, and what support they need from the university to improve their grade over the next 6-week period.

Students who improve their grade, to a “D” or better, by the next 6-week evaluation, will be advised and removed from Academic Probation.

Students who fail to achieve a “D” or better in the course will remain on Academic Probation and are allowed to change to a focus or level course (if they qualify), or may retake the course. The student is required to come to the office to speak with the advisor to discuss their situation, and sign a form identifying what they will do, and what support they need from USAESL to achieve a passing grade over the next 6-week period. Students on probation at the beginning of a course will remain on probation through the end of the course. If the student is determined to be failing midway through the course, the student will be required to meet with the advisor and be required to attend the tutor sessions every Friday morning offered by USAELC at no additional cost. The tutor sessions are required at this point in an attempt to motivate the student to improve his or her grade with extra assistance from instructors. Students who fail to attend scheduled tutoring will be withdrawn.

In no instance may a student move to a lower level course, or retake a course more than 2 times.

### **Academic Probation Procedure:**

Students who are failing their course at the 6-week evaluation will be placed on Academic Probation for 6 weeks. Students will receive written notification by email identifying the actions to be taken to raise their grade to reach the minimum requirement of a “D”.

Adding students to Academic Probation:

1. Print list of students under 60% who completed the 6<sup>th</sup> or 12th week point in their program
2. Send “Academic Probation Failing” email to students, and change student status in system to probation
  - a. In notes write Sent “Academic Probation Failing”
  - b. Check off list
3. Send additional “Missing final and failing email” to student who missed final
  - a. Add “if you have not made-up the final by \_\_\_\_\_ you will get a 0”
  - b. A 10% deduction will be applied for all make-up work
4. After emailing student Subgroup:
  - a. Subgroup students “Academic Probation”
  - b. Also subgroup “First Repeat Course”
  - c. If already on “First Course Repeat” change to Second and change Second to Third
  - d. If Third or Second Repeat, write on grade sheet and email the Student Services office the ID number



5. Students contacted for a 2<sup>nd</sup> or beyond probation must come to office, have them sign contract and make note in Booster that they signed.
6. Student Services office the will email teachers regarding students who haven't taken the final with a deadline to receive a grade or students will get a "0".
7. As make up grades come in, if are students are failing:
  - a. Print grade report
  - b. Check off list
  - c. Send probation email
8. If students do not come in to sign their contracts:
  - a. Call or email them
  - b. The next week put Pink Slip in teacher's box
  - c. Students who fail to sign their contracts after 3 weeks will be withdrawn.
9. Alphabetize grade reports in the binder until the student signs their contract.

## H) Security Department

In 2013 USA ELC implemented an improved security department. A security guard booth located by the front gate was built in addition to an overnight security guard patrolling the property. A day-time security guard is also on campus to assist with daily security and operations. Security guard hours are from 8:00 am to 4 pm, and 3 pm to 11 pm, Monday through Thursday and Fridays 9 am to 6 pm. The security guard interacts with students and directs visitors to the right office.

Only students, instructors, and staff are allowed on campus. Visitors can go to the admissions office or be seen by an open member of the staff by appointment only. All building repairs and repair personnel have to be approved by the building manager and Director.

USA ELC staff have attended CERT (Community Emergency Response Training) in order to be prepared and capable of assisting students in case of emergencies. The property is equipped with 23 surveillance cameras for security reasons, and first aid kits.

All gates are locked when classes are over, and only authorized personnel are allowed on the property after hours.

Below are the procedures for the security guards and staff.

### H1. Assault

1. Ensure the safety of students and staff first.
2. Notify law enforcement if circumstances lead you to believe that criminal activity is involved, e.g., if a weapon is used, if there has been a sexual assault, or there is a physical injury that causes substantial pain.
3. Seal off area to preserve evidence and disperse onlookers.
4. If victim requires medical attention, follow **Medical Emergency** procedures.
5. **Do not leave the victim alone.**
6. Notify family and president.
7. Document all activities witnessed by staff.

8. Assess counseling needs and implement post–crisis procedures as needed.

## **H2. Demonstration**

### **If demonstrators are near but not on school property:**

1. Lock the front gate.
2. Notify staff and president.
3. Monitor situation. Notify law enforcement if necessary.
4. Do not allow outsiders on campus.

**USA ELC does not allow demonstration on school property.**

## **H3. Evacuation/Relocation**

### **Evacuation:**

1. Security guard on staff initiates evacuation procedures.
2. Evacuation routes may be specified according to the type of emergency. They may need to be changed for safety reasons.
  - o Bombs: Security guard notifies staff of evacuation route dictated by known or suspected location of a device.
  - o Fire: Follow primary routes unless blocked by smoke or fire. Know the alternate route.
3. Teachers take class rosters.
4. Do not lock classroom doors when leaving.
5. When outside the building, account for all students. Immediately inform security guard of any missing student(s).

### **Relocation:**

1. Security guard determines whether students and staff should be evacuated to a relocation center.
2. President notifies relocation center.
3. If necessary, President coordinates transportation to relocation center.
4. Teachers stay with class en route to the relocation center and take attendance upon arriving at the center.

5. Use student release forms for students who are picked up from a relocation center.
6. Notify superintendent's office and district public information office of relocation center address.

#### **Relocation Centers:**

List primary and secondary student relocation centers. The primary site is usually located close to the school. The secondary site is usually located farther away. Include maps and written directions to centers for staff reference.

Primary Relocation Center:	Secondary Relocation Center:
Immaculate Conception Church	Old Town San Diego State Historic Park
Address:	Address:
2540 San Diego Ave	4002 Wallace Street
Phone:	Phone:
(619) 295-4148	(619) 220-5422

#### **H4. Fight/Disturbance**

1. Ensure the safety of students and staff first.
2. Notify security/law enforcement. **Work as a team**, especially when separating participants.
3. When participants are separated, do not allow further visual or verbal contact.
4. Document all activities witnessed by staff.
5. Deal with event according to school's discipline policy.
6. Security notifies president and police if necessary, or as indicated by school policy.
7. Assess counseling needs of participants and witnesses. Implement post-crisis procedures as needed.

*For fights or disturbances that elevate to possible assault level, refer to **Assault** guidance.*

#### **H5. Fire**

##### **In the event of a fire, smoke from a fire, or detection of a gas odor:**

1. Pull fire alarm and notify building occupants by means of going to rooms and making announcements (situation permitting).
2. Evacuate students and staff to the designated areas.
  - o These areas should be a safe distance away from emergency personnel.
  - o Be aware of the arrival of emergency responders. See map of evacuation routes and assembly areas located at the exits in the office lobby and the upstairs exits.
  - o Teachers take class roster.
  - o Teachers take attendance after evacuation.
  - o Teachers report missing students to security guard immediately.
4. If trapped by fire, go to **Shelter-in-Place Procedures**.

##### **Security Guard:**

1. Security guard notifies fire department (call **911**) and president.

2. Security guard or designee meets with emergency officials as soon as possible.
  3. After consulting with appropriate official, security guard may move students to primary relocation center at Immaculate Conception Church if weather is inclement or building is damaged.
  4. **Do not** reenter buildings until they are declared safe by fire or law enforcement personnel.
  5. Security guard notifies staff and students of termination of emergency.
- Fire drills should be held at varied times during the school day.*  
*Practice both primary and alternate routes.*  
*Extra staffing is necessary for students with special medical or physical needs.*

## **H6. Hazardous Materials**

### **Incident occurs in school:**

1. Call **911**. If the type and/or location of hazardous material is known, report that information to 911.
2. Evacuate to an upwind location, taking class roster. Teachers take attendance after evacuation.
3. Seal off area of leak/spill. Close doors.
4. Fire officer in charge will determine additional shelter-in-place or evacuation actions.
5. Shut off heating, cooling and ventilation systems in contaminated area to reduce the spread of contamination.
6. Resume normal operations when fire officials approve.

### **Incident occurs near school property:**

1. Fire or law enforcement will notify school officials.
2. Consider closing outside air intake, evacuating students to a safe area or sheltering students inside the building until emergency passes or relocation is necessary.
3. Fire officer in charge of scene will instruct school officials on the need for sheltering or evacuation.
4. Follow procedures for sheltering or evacuation.
5. If evacuating, teachers take class rosters and take attendance after evacuation.
6. If evacuation is not ordered, be aware of and remain alert for any change in health conditions of students and staff, especially respiratory problems. Seek medical attention if necessary.
7. Resume normal operations when fire officials approve.

## **H7. Hostage**

### **Witness to a hostage situation:**

#### **If the hostage-taker is unaware of your presence, DO NOT INTERVENE!**

1. Notify president. President may wish to initiate lockdown procedures or evacuation.
2. Call **911**. Give dispatcher details of situation.



3. Seal off area near hostage scene.
4. Police will take control of hostage scene; building administrator coordinates with police for safety and welfare of students and staff.
5. Document all activities.

**If taken hostage:**

1. Cooperate with hostage-taker to the fullest extent possible.
2. Try not to panic. Calm students if they are present.
3. Treat the hostage-taker as normally as possible.
4. Be respectful to the hostage-taker.
5. Ask permission to speak; do not argue or make suggestions.

## **H8. Intruder**

**Intruder — an unauthorized person who enters school property:**

1. Politely greet intruder and identify yourself.
  - o Consider asking another staff person to accompany you before approaching intruder.
2. Inform intruder that all visitors must register at the entrance.
  - o Ask intruder the purpose of his/her visit. If possible, attempt to identify the individual and/or vehicle.
3. If intruder's purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.
4. Notify law enforcement.

**If intruder refuses to leave:**

1. Notify law enforcement if intruder refuses to leave. Give law enforcement full description of intruder.
2. Back away from intruder if he/she indicates a potential for violence. Allow an avenue of escape. To the extent possible, maintain visual contact.
3. Be aware of intruder's actions at this time (where he/she is located in school building, whether he/she is carrying a weapon or package, etc.).
4. Maintaining visual contact and knowing the location of the intruder is less disruptive than doing a building-wide search later.

*Should the situation escalate quickly, the president may decide at any time to initiate lockdown procedures.*

**Note:** To assist staff members who interact with a stranger at school, use the "I CAN" rule.

*Intercept*

*Contact*

*Ask*

*Notify*

## **H9. Lockdown Procedures**

**One means of securing the school is to implement lockdown procedures.**

**These procedures may be called for in the following instances:**

- 1) Lockdown with warning** – The threat is outside of the school building. The school may have been notified of a potential threat outside of the building.
- 2) Lockdown with intruder** – The threat/intruder is inside the building.

**Lockdown with warning procedures**

1. Security guard will order and announce “lockdown with warning” procedures. Repeat announcement several times. Be direct. Code words lead to confusion.
2. Bring people inside.
3. Lock exterior doors.
4. Clear hallways, restrooms and other rooms that cannot be secured.
5. Pull shades. Keep students away from windows.
6. Control all movement, but continue classes. Disable bells. Move on announcement only.
7. Security guard will announce “all clear.”

**Lockdown with intruder procedures (these actions happen rapidly)**

1. Security guard will order and announce “lockdown with intruder.” Repeat announcement several times. Be direct. Code words lead to confusion.
2. Immediately direct all students, staff and visitors into nearest classroom or secured space. Classes that are outside of the building **SHOULD NOT** enter the building. Move outside classes to primary evacuation site.
3. Lock classroom doors.
4. **DO NOT** lock exterior doors.
5. Move people away from windows and doors. Turn off lights.
6. **DO NOT** respond to anyone at the door until “all clear” is announced.
7. Keep out of sight.
8. Security guard will announce “all clear.”

## **H10. Medical Emergency**

**Life-threatening injury or illness, or death:**

1. Call **911**.
2. Give full attention to the victim(s).
3. Do not attempt to move a person who is ill or injured unless he/she is in immediate danger of further injury.
4. If possible, isolate the affected student/staff member. Disperse onlookers and keep others from congregating in the area.
5. Check breathing. Is the airway clear? Is the victim in a position to facilitate breathing?
6. Help stop bleeding.
  - o Applying pressure on wound or elevating wound may help stop or slow bleeding.
  - o Protect yourself from body fluids. Use gloves if available.
7. Check for vital signs. Initiate first aid, if you are trained.
8. Comfort the victim(s) and offer reassurance that medical attention is on the way.
9. After immediate medical needs have been cared for, remain to assist emergency medical services personnel with pertinent information about the incident.

**Non-life-threatening injury or illness:**

1. For all non-life-threatening illnesses and injuries, stay with the person until picked up at school.

**Security Guard:**

1. In case of traumatic medical emergency or death at school:
  - o Notify president.
  - o Notify family.
  - o Activate post-crisis procedures if necessary.
2. In all other medical emergencies, assess individual's need for post-crisis intervention.

**H11. Severe Weather: Severe Thunderstorm / Earthquake****Severe thunderstorm WATCH has been issued in an area near school:**

1. Monitor NOAA Weather Radio All Hazards (National Weather Service) or emergency alert radio stations.
2. Bring all persons inside building(s).
3. Close windows.

**Severe thunderstorm WARNING has been issued in an area near school:**

1. Close classroom doors.
2. Teachers take class rosters.
3. Teachers take attendance.
4. Remain in classrooms until warning expires or emergency personnel have issued an all-clear signal.

**Earthquake**

Drop, cover, and hold on. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

**If Indoors:**

1. DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
2. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
3. Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
4. Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.

5. DO NOT use the elevator.
6. Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

**If Outdoors:**

1. Stay there.
2. Move away from buildings, streetlights, and utility wires.
3. Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

**If Trapped Under Debris:**

1. Do not light a match.
2. Do not move about or kick up dust.
3. Cover your mouth with a handkerchief or clothing.
4. Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

**After an Earthquake:**

1. When the shaking stops, look around to make sure it is safe to move. Then exit the building.
2. Expect aftershocks. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the quake.
3. Help injured or trapped persons. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
4. Look for and extinguish small fires. Fire is the most common hazard after an earthquake.
5. Listen to a battery-operated radio or television for the latest emergency information.
6. Be aware of possible tsunamis if you live in coastal areas. These are also known as seismic sea waves (mistakenly called "tidal waves"). When local authorities issue a tsunami warning, assume that a series of dangerous waves is on the way. Stay away from the beach.
7. Use the telephone only for emergency calls.
8. Go to a designated public shelter if the building has been damaged and is no longer safe. Text **SHELTER** + your ZIP code to **43362** (4FEMA) to find the nearest shelter in your area (example: *shelter 12345*).
9. Stay away from damaged areas. Stay away unless your assistance has been specifically requested by police, fire, or relief organizations. Return home only when authorities say it is safe.
10. Be careful when driving after an earthquake and anticipate traffic light outages.
11. After it is determined that it's safe to return, your safety should be your primary priority as you begin clean up and recovery.
12. Open cabinets cautiously. Beware of objects that can fall off shelves.
13. Clean up spilled medicines, bleaches, gasoline, or other flammable liquids

immediately. Leave the area if you smell gas or fumes from other chemicals.

14. Inspect utilities.
15. Check for gas leaks. If you smell gas or hear blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve if you can and call the gas company from a neighboring building. If you turn off the gas for any reason, it must be turned back on by a professional.
16. Look for electrical system damage. If you see sparks or broken or frayed wires, or if you smell hot insulation, turn off the electricity at the main fuse box or circuit breaker. If you have to step in water to get to the fuse box or circuit breaker, call an electrician first for advice.
17. Check for sewage and water lines damage. If you suspect sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, contact the water company and avoid using water from the tap. You can obtain safe water by melting ice cubes.

## **H12. Shelter-in-Place Procedures**

**Sheltering in place provides refuge for students, staff, and the public inside the school building during an emergency. Shelters are located in areas of the building that maximize the safety of inhabitants.**

**Sheltering in place is used when evacuation would put people at risk (i.e., tornado, environmental hazard, blocked evacuation route).**

**Shelter areas may change depending on the emergency.**

1. Identify safe areas in school building.
2. Security guard announces that students and staff must go to shelter areas.
3. Bring all persons inside building(s).
4. Teachers take class rosters.
5. Close all exterior doors and windows, if appropriate.
6. Turn off ventilation leading outdoors, if appropriate.
7. Teachers account for all students after arriving in shelter area.
8. All persons remain in shelter areas until a security guard or emergency responder declares that it is safe to leave.

**If all evacuation routes are blocked:**

1. Stay in room and close door.
2. Keep air as clean as possible.
  - o Seal door.
  - o Open or close windows as appropriate.
  - o Limit movement and talking in room.
3. Communicate your situation to administration or emergency officials by whatever means possible.

## **H13. Shooting**

**If a person displays a firearm or begins shooting:**

1. Move to or seek safe shelter. Go to lockdown procedures.



## 2. Call **911**.

### **If you hear gunshots:**

1. If possible, determine where shooting is taking place.
2. Seek safe shelter.
  - o If outside, stay as low to the ground as possible, and find any kind of cover.
  - o If inside, go to lockdown procedures.
3. Teachers take attendance and notify the security guard of missing students or staff as soon as it is safe to do so.

### **Security Guard:**

1. Security guard may order lockdown procedures.
2. Assess the situation as to:
  - o The shooter's location.
  - o Injuries.
  - o Potential for additional shooting.
3. Call **911** and give as much detail as possible about the situation.
4. Secure the school, if appropriate.
5. Help students and staff find safe shelter.
6. Care for the injured *if it is safe to do so* until emergency responders arrive. Do not add to the victim list by exposing yourself to danger.
7. Notify president.
8. Initiate post-crisis procedures.  
*Work with local law enforcement to identify their response methods and capabilities.*  
*Provide them with updated building diagrams.*

## **H14. Suicide**

### **Suicide Threat**

1. Consider any student reference to suicide as serious.
2. Do not leave the student alone.
3. Notify the office.
4. Stay with the student until suicide intervention staff arrives.
5. Do not allow the student to leave school without supervision.
6. If office is closed, call 911.

### **Suicide Attempt in School**

1. Notify the office/president.
2. **Call 911.**
3. Try to calm the suicidal person.
4. Stay with the suicidal person until suicide intervention staff arrives.
5. Isolate the suicidal person or the area, if possible.
6. Initiate first aid.
7. Do not allow the student to leave school without supervision.

## **Security Guard**

1. Call office. Call family or emergency contact.
2. Notify president.
3. Implement post-crisis procedures.

## **H15. Weapons**

### **Staff or students who are aware of a weapon brought to school:**

1. Immediately notify security guard or office.
  - o Give the following information:
    - ☐ Name of person suspected of bringing the weapon.
    - ☐ Location of the weapon.
    - ☐ Whether the suspect has threatened anyone.
    - ☐ Any other details that may prevent the suspect from hurting someone or himself/herself.
2. Teachers who suspect that a weapon is in the classroom: STAY CALM.
  - o Do not call attention to the weapon.
  - o Notify office as soon as possible.
  - o Teacher should not leave the classroom.

### **Office / Security Guard:**

1. Call law enforcement to report that a weapon is suspected in school.
2. Ask another administrator or a law enforcement officer to participate in questioning the suspected student or staff member.
  - o Consider the best time and place to approach the person, taking into account these factors if possible:
    - ☐ Need for assistance from law enforcement.
    - ☐ Type of weapon.
    - ☐ Safety of persons in the area.
    - ☐ State of mind of the suspected person.
    - ☐ Accessibility of the weapon.
3. Separate student/staff member from weapon, if possible.
4. If the suspect threatens you with the weapon, DO NOT try to disarm him/her. Back away with your hands up. STAY CALM.

## **H16. Bomb Threat**

### **Critical information:**

1. Schools are responsible for assessing bomb threats to determine credibility.
2. All bomb threats must be taken seriously until they are assessed.
3. The decision whether or not to evacuate rests with the **school**, not the responding agencies, unless a device is located.

### **Procedures upon receiving a bomb threat:**

1. By phone call  
Call 911

2. By written note  
Call 911  
Preserve evidence.  
Place note in plastic bag, if available.  
Photograph words written on walls.
3. Notify office.
4. Notify law enforcement.
5. Security guard orders evacuation or other actions according to threat assessment and school policy.

*Caution: Overreacting may encourage additional threats.*

#### **Scanning process considerations:**

1. Scan classrooms and common areas for suspicious items. Scans should be made by people who are familiar with the building. Assign staff to certain areas of the building. Keep in mind that a bomb could be placed *anywhere* on school property —inside or outside.
2. Any suspicious devices, packages, etc., should be pointed out to emergency responders. **Do not touch.**
3. Once a device is located, emergency responders take responsibility for it.

#### **Evacuation considerations:**

1. If a decision is made to evacuate, notify staff via phone system, or by messenger. **Do not use cell phones, radios or fire alarm system** because of risk of activating a device.
2. While notification is being made, other staff should survey the grounds to clear exits and areas where students and staff will be going. Exit routes should be altered accordingly, if the location of the device is known.
3. When evacuating, leave everything as-is. Leave room doors unlocked.

*Bomb squads generally will **not** search a building unless a suspicious package has been located.*

## **H17. Chemical or Biological Threat**

**This page addresses receiving, by mail or delivery service, a suspicious letter or package that might be a chemical or biological threat.**

#### **When sorting mail or receiving delivered packages:**

1. Look for characteristics that make you suspicious of the content
  - o excessive postage, excessive weight
  - o misspellings of common words
  - o oily stains, discolorations, odor
  - o no return address or showing a city or state in the postmark that does not match the return address

o package not anticipated by someone in the school or not sent by a known school vendor

**If a letter/package is opened and contains a written threat but no suspicious substance:**

1. Notify president and law enforcement.
2. Limit access to the area in which the letter/package was opened to minimize the number of people who might directly handle it. It is considered criminal evidence.
3. Ask the person who discovered/opened the letter or package to place it into another container, such as a plastic bag.
4. Turn the letter/package over to law enforcement. Document all activities.

**If a letter or package is opened and contains some type of suspicious substance:**

1. Notify president.
2. Isolate the people who have been exposed to the substance. The goal here is to prevent/minimize spreading contamination.
3. Limit access to the area in which the letter/package was opened.
4. Ask the person who discovered/opened the letter/package to place it into another container, such as a clear plastic zip-lock bag. Handle with gloves if possible.
5. Emergency officials will determine the need for decontamination of the area and the people exposed to the substance.

**Security Guard:**

1. Security guard determines whether evacuation is necessary.
  2. Implement post crisis procedures as necessary.
- Consider having gloves and zip-lock bags available at mail sorting areas.*

## **H18. Checklist for Telephone Threats**

**If you receive a telephoned threat (bomb/chemical/other):**

- **Remain calm.**
- **Do not hang up. Keep the caller on the line as long as possible and listen carefully.**

Ask the following questions:

- Where is the bomb/chemical or other hazard?
- When will it explode/be activated?
- What does it look like?
- What kind of bomb/hazard is it?
- What will cause it to explode/activate?
- What is your name?
- Did you place the bomb/hazard? WHY?
- Where are you?

Exact wording of the threat: \_\_\_\_\_

If voice is familiar, who did it sound like? \_\_\_\_\_

**Caller ID information:** male female adult juvenile age

**Call origin:** local long distance internal cell phone

**Caller's voice: Note pattern of speech, type of voice, tone. Check all that apply.**

Calm Excited Loud Soft Deep Nasal

Raspy Distinct Slurred Normal Crying Laughter

Slow Rapid Disguised Accent Lisp Stutter

Drunken Familiar Incoherent Deep breathing

**Background sounds: Check all that apply.**

Voices Airplanes Street Noises Trains Quiet Bells

Clear Static Animals Party Vehicles

Horns House noises PA system Music Factory machines

Motor Phone Booth Other:

**Threat language: Check all that apply.**

Well-spoken (educated) Foul Taped Incoherent Irrational

Message read from script

Did caller indicate knowledge of the building? Give specifics: \_\_\_\_\_

Person receiving call: \_\_\_\_\_ Phone number where call received: \_\_\_\_\_

**LEAVE YOUR PHONE OFF THE HOOK. DO NOT HANG UP AFTER CALLER HANGS UP.**

**Keep caller on the phone as long as possible, and have a coworker call 911. Report the call and ask them to trace the call.**

## **H19. Post-Crisis Intervention Procedures**

1. Assess the situation to determine the need for post-crisis interventions for staff, students and families.
2. Provide post-crisis briefings for staff, students and families as appropriate.
3. Re-establish school and classroom routine as quickly as possible.
4. Consider interventions:
  - o Defusing – Provide defusing sessions for students and staff as quickly as possible after the emergency. Defusing's are brief conversations with individuals or small groups held soon after an incident to help people better understand and cope with the effects of the incident. **Defusing should be conducted by trained individuals.**
  - o Debriefing – Conduct critical-incident stress debriefing (CISD) three to four days after the emergency. CISD is a formal group discussion designed to help people understand their reactions to the stress of an event and to give referral information. **CISD should only be conducted by trained professionals.**
  - o Counseling – Provide grief counseling.
5. Provide on-going support as necessary for staff, students and families.
  - o Monitor and support staff.
  - o Provide ongoing opportunities for children to talk about their fears and concerns. They may have more questions as time passes.
  - o Identify and monitor at-risk students.
  - o Provide individual crisis or grief counseling, if necessary.
  - o Conduct outreach to homes.
  - o Provide follow-up referral for assessment and treatment if necessary.

The service will be provided by SDUIS psychology faculty.



## **I) Marketing and Advertising**

At the USA English Language Center at SDUIS we strive to present factual and up to date material to potential students that will help to inform them of the school's enrollment options and campus location. In order to adhere to this goal, we have assigned specific staff members to be in charge of monitoring and updating advertisement and marketing materials. By having one person to monitor the material, it ensures consistency and uniformity amongst our advertisement and marketing campaign.

### **Advertisement and Marketing:**

#### **Goals:**

Our Advertisement and Marketing goal is to reach our target audience in a manner that is welcoming, informative, and accurate. Our target audience currently consists of potential students looking to improve their English skills in San Diego, California. The majority of this population has completed some education. A large population of our current students is of international background, with an age range of 18-40+. Our goal is to find venues of advertisement to reach the typical USA ELC student population and to encourage our current students to share their experience with their friends and family. We keep in mind the option of utilizing word of mouth advertisement. Forms of written advertisement may be utilized in local magazines, community websites, special events and festivals, along with campus banners, brochures, and flyers. In the reception area of the Administrative Office we must always have advertisement material and business cards made readily available for the people visiting the USA ELC Office.

#### **Development Process:**

The Director is in charge of creating new forms of advertisement material and ads to maintain the school's exposure to potential students. New advertisements are created as needed and maintained on a regular basis. The process of creating a new ad may be initiated from exposure of new websites not previously utilized, new magazines or publications brought to Director attention, along with any other form of inspiration. USA ELC staff and faculty are encouraged to bring ideas and feedback to Director through staff meetings and emails.

The Director will keep accurate and confidential records of all advertisements currently in place. A list will be made of any website, publication, or location of advertisement utilized by USA ELC. Any relevant log-in information, username, password, or point of contact will be listed along with the description of advertisement. The advertisement and marketing list will be kept safely in the Directors office and made available to the USA ELC staff for review as needed. USA ELC staff may be appointed the responsibility of overseeing a specific advertisement by Director. For example, in the case of foreign language advertisement, a USA ELC staff member that speaks the appropriate language may be asked to monitor the account with publication and

be the point of contact for our school. If a staff member is appointed the task, they are asked to provide any relevant log-in, username, and password information to Director, along with a sample of the advertisement. Any changes or suggestions to the advertisement are addressed between the appointed staff and Director in meetings and emails. Any changes made to the advertisement will require that a new sample be turned in to Director for record keeping. The Director is in charge of constantly reviewing advertisement material, both in print and online, to ensure its accuracy and compliance. Advertisements, including any coupons and promotions, are reviewed at least once per month and updated as needed.

### **Print Publications (Magazines, Newsletters, etc.):**

Advertisements in the form of print publication are usually in collaboration with a magazine or community newsletter. Director will get in touch with the publication advertisement department to establish rates and terms. If Director feels that USA ELC can benefit from the collaboration, he or she will bring the proposal to the University President to review the request. If approved, a point of contact at the publication will be assigned and all relevant information will be documented.

### **Internet Publication (Websites, Social Networks, Emails):**

Advertisements in the form of online media are frequently used, as this is a common and preferred venue for current population of students and desired target audience.

### **Promotions Offered:**

Director will maintain a list of any coupons or discounts currently being offered in both print and online methods and update as needed. Director will be in communication with the Payment Department to make sure they are up to date with any discounts currently being offered to students. Director will include any policies or disclaimers that relate to that discount. For example, if a discount requires that the person using the discount must be a “new student,” meaning they have not previously applied to the school, a disclaimer will be written in the coupon. If an expiration date is required on the coupon, the Director will update the expiration date as needed. The Payment Department in cooperation with the Admissions Office will be responsible for verifying if a presented coupon is valid.

Notice of any new coupon or discount that is created by Director will be sent to all administrative staff at the USA English Language Center to ensure all staff is aware of the discount. Notice is usually in the form of an email, or at a staff meeting. Any disclaimer related to the discount will be addressed and a sample will be made available for easy identification. The current list of coupons and discounts can be made available to staff by contacting Director.

### **Procedure for Incorrect or Outdated Material:**

If you notice any advertisements that are either incorrect or outdated, please notify the Advertisement and Marketing Director immediately in the form of an email. Same goes for any students, faculty, or staff that brings this to your attention. We must expedite the process to remedy the situation to ensure we are constantly providing accurate information. The Advertisement and Marketing Director is in charge of monitoring accuracy on a regular basis. If an inaccurate statement or item is uncovered the Director will make an attempt to update

the material using publication contacts, online account username and passwords, etc. If the update cannot be made immediately, he or she will work on a solution until the problem is resolved. In the case that a correction cannot be made for whatever reason, the President of the University will be notified. A decision will be made between the President and Director on a resolution.

## **J) Agents**

Occasionally overseas agents will send students to USAELC directly through their services offered in foreign countries. One administrative staff member is assigned to agent correspondence, and providing the necessary marketing materials to accurately advertise the programs offered at USAELC. The admissions office handles the application form, enrollment agreement, and required admissions documents.

### **J1. Agent Agreement**

An agent agreement is available in the administrative office to be provided to agents to ensure they are receiving accurate and up to date information about the programs offered at USAELC.

## **K) Special Events**

The USA ELC frequently hosts a variety of celebrations for its students and staff. The majority of these celebrations occur at the time of major holidays such as Christmas, Independence Day, and Halloween. Celebrations typically consist of complimentary food, music, entertainment, games and prizes. The intent is not only to have fun, social parties that engage students and staff alike, but also to allow students to participate in American culture. The USA ELC believes it is important for students to experience American life in addition to learning about it in the classrooms, and the holiday celebrations allow them to do so.

## **L) Staff Hiring / Training Process**

### **L1. Application**

All applicants must fill and sign a job application (Appendix 9) regardless of position, whether or not a resume was provided. If an application was not provided with the initial expression of interest one will be provided at the interview.

## **L2. Interview**

The President will contact qualified candidates for an interview. A second interview may be scheduled if further evaluation is warranted.

The attorney does not typically personally participate in the interview. The attorney is responsible for informing the interviewer that questions regarding marital status, children, age, disabilities, or even hobbies if they might indicate race, religion, age etc. are not permitted. The attorney recommends that no notes be taken during the interview.

Interviewing involves a variety of factors:

1. Telephone screening to determine if candidates meet the job description
2. Initial one-on-one interviews
3. Checking references and backgrounds
4. Gaining the consensus of interviewers to hire or not to hire

## **L3. Training**

There are several forms that a new hire must read, complete, sign, and return within the first 3 days of employment.

These forms include:

Manual receipt and acknowledgement

Written offer of employment and statement of understanding regarding work hours, pay, and at-will employment

Dress code

Internet policy

Confidentiality and Non-Compete Agreement

Attendance policy

Direct Deposit

Employment Verification – (please provide copies of ID and SS card or Passport)

Background Check Authorization

W-4 for federal income tax withholding

DE-4 for CA income tax withholding

Additionally there are 3 information pamphlets that must be given to the employee upon hire.

*All New-Hire Forms and Pamphlets are available in the “New Hire” File. A copy or original of all forms should be kept in the personnel file of the employee. Forms W-4 and DE-4 are given to the Payroll department.*

Classifying an employee as exempt or non-exempt – The President may consult with the attorney regarding classification and pay of workers. Consult the exempt analysis worksheets (Appendix 53) in the “legal reference” file in the attorney files.

#### Classification of independent contractors or employees

Provide the President with the “Employment Determination Guide” in the “References for Legal” file in the attorney files.

On the first day of employment, the employee’s supervisor/manager is responsible for assisting the employee in completing all new hire and benefit enrollment procedures with the Personnel and Accounting departments. In addition, the supervisor/manager will ensure that the new employee receives an introduction within the company and is provided with a job description and the necessary materials for his or her specific role and responsibilities within his or her department. The training will be completed in the first five days; actual schedule of training activities may vary.

Here is a brief outline of the first week:

Day 1: The trainee will be 1. Taken on a tour of the facilities, 2. Instructed on emergency exit procedures, 3. Given their materials, 4. Acquainted with their workspace, 5. Assigned a specific task to accomplish and 6. Introduced to their co-workers on the first day of work. Additionally, orientation for new students is provided on Mondays at 9 a.m. Trainees are encouraged to attend for a comprehensive view of USA ELC student services as it is presented to our students. If the employee does not begin on Monday, they should attend the first available Monday.

Day 2: Trainee will meet with a co-worker of similar station to discuss specific job related questions for 30 minutes. During this time co-worker will instruct the trainee on operation of office equipment, reference materials, and location of and procedures for accessing additional supplies and materials.

Day 3: Trainee will schedule a meeting with supervisor to discuss any questions or need of additional training or materials. During the meeting the supervisor will assess whether the employee has been instructed adequately by the co-worker and will provide more instruction if necessary.

Day 4: Exit tests for the students are given on Thursdays at 2 p.m. Trainees are encouraged to sit in for the first few minutes. Supervisor/manager reviews company history, products, customers, and competition with trainee.

Day 5: The last day of training and the trainee will be expected to perform a complete day of their standard job duties and identify in writing any deficiencies in training to the supervisor/manager. The supervisor/manager will address any remaining questions. Beyond the training period it is the employee’s responsibility to ask for assistance if any questions arise.

## **L4. Staff In-Service Training and Development**

In-Service Staff Training and Development:

USA ELC staff regularly attends in-service staff training. These training sessions focus on such topics as related to day-to-day staff activities, as well as USA ELC operations in order to improve employee productivity, working knowledge, quality of student services, and compliance



with state and federal regulations. The goal of in-service staff training is to create a high performance team at USA ELC.

In-service staff training and development may consist of continued guidance in immigration procedures, workplace behavior, university level programs, and transfer procedures. Staff training is needed in order to provide employees the necessary skills and knowledge base to do their jobs efficiently and with competence.

#### Outside Staff Development:

USA ELC offers outside staff development opportunities to help employees improve their skills at both the professional and personal levels in the medium-to-long term range. Outside staff development opportunities supplement internally coordinated staff development programs. The staff development plan is individualized, determined by the employee and supported by the management. Staff development opportunities include Educational Assistance Program at SDUIS and outside educational opportunities.

#### Educational Assistance Program at SDUIS:

The Educational Assistance Program is designed to support employee development by defraying the costs of part-time study at SDUIS. An employee is eligible for educational assistance as long as he/she is working on a full-time, regular basis.

USA ELC employees are able to attend up to and but not to exceed four (4) classes per year at 50% of the tuition fee, provided these classes do not interfere with their work responsibilities. Participants in this program must complete the SDUIS Student Enrollment Form, submit it to the Registrar, and indicate at the top of the form that it is for an employee. The employee's supervisor must approve the request, and will contact the student with the approval decision. The cost of books and any supplementary course materials which may be required by instructors are not covered.

#### Outside Educational Opportunities:

USA ELC will pay up to 100% of the tuition or fees related to specific skills training programs, seminars, conferences, or conventions that are of interest to USA ELC employees. Permission to participate in such programs is based on USA ELC needs, employee time availability, and availability of financial resources. Permission must be requested of the President, in writing, at least sixty (60) days in advance of the event.

If the individual is required by USA ELC to attend the training program, USA ELC will pay in full the cost of tuition, related fees, and travel expense. USA ELC employees who attend any professional development activities, must provide a copy of the Registration Form, and a certificate of completion; both documents will be placed in the employee's personnel file as a way of documenting participation.

## **L5. Performance Review**

Giving constructive feedback at various times throughout the employment relationship is the final stage of the employment development process. The main purpose of performance reviews is to help an employee improve his/her job performance and to identify growth opportunities.

Performance reviews also provide input used in determining an employee's pay increase, to explain procedures or to comment on an employee's work. Formal performance reviews are completed for all staff employees on an annual basis, either in the spring quarter or one year after the date of hire.

During the initial 90 days of employment, an employee is considered in probationary status. At the conclusion of these 90 days, a performance review is scheduled by the supervisor, in order to assess the employee's performance in the areas of: availability, policy adherence, behavior, creativity, dependability, independence, initiative, work relationships, knowledge, productivity, and quality of work. The employee has the opportunity to ask questions, and to discuss any areas in which the employee appears weak and in need of improvement. The supervisor will either recommend that the employee's probation period is completed, or if it is necessary to extend the probation period for another 30, 60 or 90 days.

After one year of regular employment, an annual performance review is scheduled. The same assessment criteria as in the initial review will be used, with the additional category of accomplishments since the initial review. At the conclusion of the annual performance review, the supervisor will make a recommendation for a wage increase, or a demotion to probationary employment for 90 days. After the 90-day probationary period, the supervisor will conduct a follow up review, at which time the employee will be returned to regular status, or be terminated for failure to show improvement.

Other performance reviews may be conducted at any time throughout the employment period at USA ELC, as warranted. When management notices problems related to performance or behavior in the work place, an employee performance review may be scheduled to assess the problem and to create a plan to improve performance. Employees are also free to request a meeting with their supervisor at any time, when they have questions relating to their work. Formal performance reviews are completed for all staff employees on an annual basis regardless of any additional reviews throughout the year.

## **L6. Terminations**

Ending the relationship- Different types of endings require different timelines and disclosures. However, for every ending the attorney should:

1. Gather the personnel record and relevant documentation.
2. Provide EDD's *for your benefit: Programs for the unemployed handout*. Available in the "Terminating Employees" file in the attorney files.
3. If the employee receives health benefits fill and provide appropriate COBRA and Cal-COBRA forms.
4. Instruct Payroll to provide a final paycheck in the appropriate time frame, see types of endings below.
5. Schedule an exit interview as soon as possible.
6. Accompany the departing employee to gather their personal effects and ensure no company property (including print-outs, forms, or electronic data) is taken.
7. Escort the departing employee off the property.

Types of endings:

1. Voluntary Quit – When possible resignations are effective immediately. If no letter of resignation is provided, provide employee with the *Notice to Employee as to the Change in*

*Relationship* in the “References for Legal” file in the attorney files. The last paycheck should be provided within 72 hours of resignation or on the last day of work if more than 72 hours of notice was provided and accepted.

2. Lay-Off – Provide employee with the *Notice to Employee as to the Change in Relationship* in the “References for Legal” file in the attorney files at least 5 workdays before the lay-off.

3. Termination –

a. If the President chooses to fire an employee for cause examine the reasons and any documentation carefully for wrongful termination liability. Use the *termination determination checklist* in the “Terminating Employees” file.

b. When possible it’s best to say your performance was not what we require for your position and at this time we are unable to provide the training necessary to bring you up to speed. Decline to give any more reasoning. California is an at-will employment state therefore the employee is not entitled to a reason, and reasons given may open the employer to discrimination lawsuits if those reasons are not listed in the handbook AND always and equally applied.

c. Use the *termination decision checklist* (Appendix 48) in the “Terminating Employees” file to ensure that the terminated employee has been provided with all the required forms and disclosures.

Notice to Employee as to Change of Relationship

EDD’s *for your benefit* handout

HIPP notice

Relevant COBRA disclosures if the employee participates in health plan.

d. Provide the final paycheck within 24 hours of termination but preferably at the time of termination.

4. Change in Status – If an employee is being changed to an independent contractor, provide employee with the *Notice to Employee as to the Change in Relationship* in the “References for Legal” file in the attorney files. Fill out any necessary payroll forms (including DE-34 and DE542 and a new W4). Provide any benefits paperwork associated with the new status. Provide a brief orientation explaining the details that result from the change in status.

5. Job Abandonment -- If a person does not show up to work for 72 hours with no excuse it will be considered a voluntary quit and attorney should call employee and inform payroll department that the final check should be issued in 72 hours. There is no law requiring the company to send the check, only to make it available in the way wages are normally paid.

6. Refusal to Accept Work – If an employee refuses to accept work that is appropriate to them health, safety, morals, or physical condition that is consistent with their prior experience and earnings, and a reasonable distance from the person’s residence then they can be terminated.

7. Exit Interview – When an employee or contractor quits or is discharged the President will schedule an Exit Interview with the attorney, usually immediately following the end of the relationship. The attorney provides the former employee with the correct Exit Interview for their position from the attorney hard drive. Faculty are given the “Faculty Exit Interview” and staff are given the “Exit Interview.”

a. The first page of the form is filled out by the attorney or the supervisor showing return of company property.

b. The second page is a list of questions designed to improve the position that will

now be vacant. Please ask the former employee to answer honestly and completely.

- c. The exit interview is also an opportunity for the attorney to assess whether or not the departing employee or contractor poses a threat of liability to the school. If the attorney so determines, the President will be contacted and consulted regarding the execution of a release and separation agreement for aggrieved or aggressive employees or contractors.

### **Termination Processing Procedures**

An employee may be recommended for termination by their supervisor or by the President.

Any termination decisions are presented first to the attorney for a review of whether or not to fire for cause.

Once the Attorney determines whether the employee should be terminated for cause or without cause an appointment with the President, the Attorney, and the Employee will be scheduled.

The employee will participate in an exit interview, return all materials, and will be provided with their final paycheck at the termination appointment.

## **L7. Staff Task List**

Each staff member at the USA ELC has specific duties and tasks which are outlined in their assigned staff task list. Detailed lists have been created so that if a certain staff member cannot complete their tasks at a given time, another staff member can use the task list to aid in task completion. Task Lists are monitored and revised by the supervisor.

## **M) File Room**

### File Room Layout

#### Sections

##### Section 1A

University Inactive Student Files

University Graduate Student Files

University Extensions Student Files

##### Section 1B

University Enrolled Students

Yearly Registrations, Evaluations, Grade Summaries, Residential Attendance Folders, & Syllabi

Projectors, Cables, Speakers

Extra Files Folders

##### Section 2A

Office Supplies

University Psychology Documents

USA ELC Attendance Sheets (by year)

##### Section 2B

Alumni Files

Brochures, Postcards

Extra Colored Copy Paper

Section 3  
USA ELC Student File  
Extra White Copy Paper  
USA ELC Faculty Textbook Originals  
USA ELC Syllabi

### New Files/Labeling

\*All student files have an identification number assigned to them once created in the system (Booster)

Files are located by student ID number not by name.

To locate student ID number from “Booster”

Identification numbers are sequenced as below:

ID # example: **2789512**

<u>2</u>		<u>7895</u>		<u>12</u>
↑		↑		↑
Sequential		Label number		Year

First number is sequential: 1, 2, 3, and so on.

Second, third, and fourth number are for labeling purposes: Example above (7895).

Last two digits will signify the year the student was entered into the system: Example above (12) meaning 2012.

Advisors will request files by the full file number (2789512) or by the labeling number (7895).

#### Creating label

Locate “File Room Spreadsheet” folder located on desktop, double click to open.

Double click on “ESL File Index.”

Open Booster and locate student’s ID number.

Type the same ID # with a “1” for the sequential number to make sure the label number is not duplicated. (see below)

Duplicate labeling numbers

At times student labeling number may be the same. If this is the case, you must then reference the sequence number to identify the correct one.

Example: ID# 1789506 and 2789512

Both have the same labeling number (7895). Always check!

If this is the case, you must add the sequential number to the new file (Example: Label number would now be 27895)

#### Entering Label Number in ESL File Spreadsheet

*The ESL File Index spreadsheet allows file clerk to access file information if computer database goes down. It also lets file clerk know if a label has been made for the students file.*

Open ESL File Index Spreadsheet

Scroll to very bottom of spreadsheet

Identify file number from “Booster”

Insert a new row by right clicking on mouse where the appropriate file number should be placed (Sequential: 3187813 will come before 3188713)



31876	3187613	Last Name	First Name	Waiting List
31887	3188713	Last Name	First Name	PSI Overseas

You would add '31878' between the two

31876	3187613	Last Name	First Name	Waiting List
1878				
31887	3188713	Last Name	First name	PSI Overseas

Column 1

Column 2

Column 3

Column 4

Column 5

Files with grey shading mean they have a five (5) digit label number. The sequence number needed to be added because there is another file with the same label number.

White means labels have a four (4) digit label number. No other file with same label number.

**Column 1:** Label number

**Column 2:** Full student identification number

**Column 3:** Last name of student

**Column 4:** First name of student

**Column 5:** Group that file is under in Booster (i.e. Enrolled, Alumni, Waiting List, Inactive, PSI USA, PSI Overseas)

\*Weekly an enrollment list gets emailed to file clerk. File clerk will update column 5 with this information. Student will go from "Waiting List" to "Enrolled"

## Locating & Filing Away Files

### Locating Files

Student files are sectioned into the following categories:

Documents Pending

Waiting List

No Show

Change of Status (C.O.S)

Unpaid

Enrolled/Alumni (current year and previous year)/Potential Student Inquiry (PSI)

Alumni

### Separate Section

By advisor's name (currently working on file)

Plastic bin with advisors' files currently working on

Files will be requested by full student ID number (Example: 3125413)

Advisors will know what section the files are located in according to ELC Database or "Booster."

Locate the sign stating ELC Student Files.

Look for number according to four-digit file number as shown in previous example.

<u>2</u>		<u>7895</u>		<u>12</u>	
	↑		↑		↑
Sequential		Label number		Year	

Files are in numerical order by four-digit label number. Files beginning with zero “0” will be at the top of file room shelf. These will be older files. New student files will be lower on the file shelves.

Label numbers and colors are posted in the file room for reference.

- (0)- Pink
- (1)- Red
- (2)- Light Orange
- (3)- Dark orange
- (4)- Light Green
- (5)- Dark Green
- (6)- Blue
- (7) Navy Blue
- (8)- Lavender (purple)
- (9)- Brown

\*Student files that are not in the sections as indicated above may be with an advisor.

All advisors have a section in file room to place files they are working on. These files are given to them daily and collected at the end of their shift to return to appropriate section in file room.

### Confidentiality of Student Records

USA ELC ensures the protection of student files from being misplaced, lost, or otherwise compromised. Student records are secured in a locked file room. They are stored and indexed for ease of identification and retrieval.

The file room can only be accessed by authorized personnel. Authorized personnel include the File Clerk and the Director of Student Services in the absence of the File Clerk.

All staff must request student records from the File Clerk.

Student Records which have been checked out must be returned before the close of business on the day it was checked out.

The File Clerk verifies that all files have been returned each day.

### Retention of Student Records

USA ELC maintains student and staff records in accordance with California Education Code.

The complete hard student file is maintained for a period of seven years following the student’s completion of the program.

Electronic student enrollment and financial information is maintained and backed-up indefinitely.

### Faculty Files

All USA ELC Faculty and University Department Faculty files are located in the black cabinet in file room by last name

USA ELC Faculty are located in Drawer #1

University Faculty are located in Drawer #2

University Faculty (Psychology) Drawer #3

### Creating New Faculty File

Pre-made files are located in file room in cabinet  
Instructions on what documents are to be completed and submitted are located on instruction sheet inside pre-made folders  
Pre-made folders are color coordinated:  
Red — USA ELC Faculty  
Blue — University Department Faculty  
These folders should be returned completed  
Any documents that are missing a follow up letter should be created

To create a follow up letter  
Locate Faculty file on file clerk desktop- open  
Locate University follow up or ESL follow up- open  
Change date, name, address, and documents missing-print  
Mail document to home address located on application or resume  
Repeat weekly till all documents are received  
Once completed, place file in either University Faculty (drawer 2 or 3) or USA ELC Faculty section (Drawer 1)

Faculty file layout  
Each Faculty file has three dividers located inside  
**General Info**  
Application  
Attachment A & B  
Resume  
Doc 6 (Appendix 50)  
Employment Eligibility (Appendix 49)  
W-9  
Background check results  
Official Transcript  
Passport copy or Social Security Card and Driver's License

**Policies**  
Confidentiality Agreement (Quarterly)  
Dress Code Policy  
Internet Usage Policy

**Contracts**  
Contracts (Quarterly)

Quarterly documents to file in faculty files  
Contracts  
Quarterly Confidentiality Agreement  
To File:  
Place contracts in "Contracts" divider  
Place Confidentiality Agreement in "Policies" divider  
Place file back in appropriate slot (alphabetical)

Projector Check out / Check in

Items available for Check out

- Projector                      - USB Speakers                      - VGA Cable                      - HDMI Cable

Items above are located in file room in file section 1 B (see file room layout on Pg. 1)

Instructor must sign out projectors, speakers, and cables for use in classrooms.

Items are not to leave campus for any reason

Items are collected and brought back down where they are checked back in by file clerk.

File clerk initials and dates when item was returned to file room

### Office Supplies

The following supplies are located in the file room:

- Dry Erase Markers (red, blue, green, black)
- Dry Erasers
- Pens (blue, red, & black)
- Pencils
- Paper Clips (small, medium, & large)
- 3-ring binders
- Notepads
- Stapler/staples/ staple removers
- Highlighters
- Calculators
- Tape
- Three- and two-hole punchers
- Extra mouse for computers
- Extra mouse pads
- Extra keyboard
- Extra phones
- Business card holders
- Containers for paper clips
- Monitor stand
- Label maker
- Extra label maker tape
- Copy paper
- Colored copy paper
- Copy machine color ink
- First Aid kit
- White out tape
- Blank student file folders (green, blue, manila, yellow, and green)
- Folders (manila)





# **ATTACHMENT E**



# **ATTACHMENT F**

U.S. Department of Justice  
Immigration and Naturalization Service

Petition for Approval of School for Attendance by  
Nonimmigrant Student

**START HERE-** Please read instructions before beginning. Please type or print in black ink.

**THIS SECTION IS TO BE COMPLETED BY THE SCHOOL.** If more space is needed to answer fully any items on this form, use a separate sheet; identify each answer with the letter and number of the corresponding item and sign and date each sheet. Indicate that an item is not applicable with "N/A". If the answer is "none," please write "none." This application must be filed with the required evidence as noted below, be properly signed, and submitted with the correct fee.

To the Immigration and Naturalization Service:

1. Petition is made for approval, or continuation of approval, of the institution as a school for attendance by nonimmigrant alien students under (Complete as appropriate):
- ☒ Section 101(a)(15)(F) of the Act (academic and language students),
  - ☐ Section 101(a)(15)(M) of the Act (vocational students),
  - ☐ Both of the above sections of the Act.

2. Name of school:

San Diego Univ. for Integrative Studies

3. Mailing address of school:

3900 Harney Street, Suite 210  
San Diego, CA 92110

4. This school is a:

- ☐ Publicly owned institution
- ☒ Private Institution

5. This school is engaged in:

- ☐ Private elementary school
- ☐ Private middle school
- ☐ Private high school (grades 9- 12)
- ☐ Public high school (grades 9-12)
- ☐ Vocational or technical education (other than high school)
- ☐ Flight training
- ☒ Language training
- ☒ Higher education (issuing one or more of the following degrees: Associate, Bachelor's, Master's, PhD)
- ☐ Other

6. This school's sessions are based on:

- ☐ Semesters
- ☐ Trimesters
- ☒ Quarters
- ☐ Other

7. Provide the date (month and day) registration begins for EACH session during a calendar year, including the summer session if your school has one. (Format mm/dd)

- |          |          |          |          |
|----------|----------|----------|----------|
| a. 01/06 | f. _____ | k. _____ | p. _____ |
| b. 04/07 | g. _____ | l. _____ | q. _____ |
| c. 07/14 | h. _____ | m. _____ | r. _____ |
| d. 09/22 | i. _____ | n. _____ | s. _____ |
| e. _____ | j. _____ | o. _____ | t. _____ |

8. Date school was established:

04/01/1999

9. Location of school: (if different from mailing address)

3900 Harney Street, Suite 210  
San Diego, CA 92110

10. Name and address of owner:

Versari  
3900 Harney Street  
San Diego, CA 92110

11. Petition is for:

- ☐ Initial approval
- ☒ Continuation of approval. Please complete the following:
  - Date of original approval 01/10/2003
  - INS school code SND214F00404000

## FOR INS USE ONLY

School Code 214F

Approval for attendance of students under:

- ☐ Section 101(a)(15)(F) of the Act
- ☐ Section 101(a)(15)(M) of the Act
- ☐ Both of the above sections of the Act.

This Request is to:

- ☐ Create a file.
- ☐ Update a file.

Fee Stamp:

Action Stamp:

Received	Trans In
Ret'd Trans. Out	Complete

Remarks

12. The School operates under the following federal, state, local or other license or approval (if none, write "none"):  
See Continuation Page

13. The school has been approved by the following nationally recognized accrediting association or agency (if none, write "none"):  
See Continuation Page

14. Nature of subject matter taught (check as many as are appropriate):

- a. ☐ Liberal Arts
- b. ☐ Fine Arts
- c. ☒ Language
- d. ☐ Religious
- e. ☒ Professional Studies
- f. ☐ Vocational or Technical Training
- g. ☐ Flight Training
- h. ☐ Science
- i. ☐ Education
- j. ☒ Business
- k. ☐ Engineering
- l. ☒ Other Psychology

15. List the degrees available from the school:

BA, MA, Ph.D.

Doctor of Psychology

16. Check as appropriate and explain further if necessary:

If the school is engaged in elementary or secondary education, it ☐ does ☐ does not qualify its graduates for acceptance by accredited schools of higher educational level.

If the school is engaged in higher education, it ☒ does ☐ does not confer recognized bachelor's, master's, doctor's, professional, or divinity degrees. Its credits ☒ are ☐ are not transferable to institutions of study which confer such degrees.

If the school is engaged in vocational or technical education, it ☐ does ☐ does not qualify its graduates for employment.

☒ The school is engaged in English language training.

17. Sessions are held as follows: a. ☐ Day only b. ☐ Night only c. ☒ Day and night

18. Requirements for admission:

Certificates - HS diploma

BA- HS grad

MA, MBA, Master's - BA degree

PhD/PsyD/DBA- MA degree

ESL - Placement test score

19. Courses of study and time necessary to complete each:

BA, MA, PhD 3-4 years

20. Requirements for graduation:

BA, BBA- 180 quarter units

MA/Master of Accounting-90 quarter units

MBA-80 quarter units

MA Info Tech - 95 quarter units

MFT-101 quarter units

22. Average annual number of:

BA- 110 quarter units

PhD-90 quarter u

a. Classes: 60

c. Teachers or instructors:35

21. Causes for expulsion:

Lack of academic progress

academic failure

behavior that is unethical or illegal

failure to meet attendance requirement

b. Students: 200

d. Non-teaching employees: 12

23. Approximate annual total cost of room, board, tuition, etc., per student : \$20,000.00



**If the school is approved, THE PETITIONER AGREES:**

1. Upon acceptance of any nonimmigrant alien student, to furnish that student a Certificate of Eligibility (Form I-20 A/B for an F-1 student or Form I-20 M/N for an M-1 student).
2. To keep records containing the following specific information and documents relating to each nonimmigrant F-1 or M-1 student to whom the school issues a Form I-20 A/B or I-20 M/N, while the student is attending the school and until the school notifies the Service, in accordance with regulations at 8 CFR 214.3, that the student is no longer pursuing a full course of study. The school must keep a record of having complied with the reporting requirements for at least one year. If a student who is out of status is restored to status, the school the student is attending is responsible for maintaining these records following receipt of notification from the Service that the student has been restored to status. The school must keep and make available to the Service upon request the following information and documents for each nonimmigrant F-1 and/or M-1 student:
  1. The admission number from the student's Form I-20 ID copy.
  2. Country of citizenship.
  3. Address and telephone number in the United States.
  4. Status, i.e. full-time or part-time.
  5. Course load.
  6. Date of commencement of studies.
  7. Degree program and field of study.
  8. Expected date of completion.
  9. Nonimmigrant classification.
  10. Termination date and reason, if known.
  11. The documents which show the scholastic ability and financial status on which the student's admission to the school was based.
  12. Information specified by the Service as necessary to identify the student and to determine the student's immigration status.
3. That in any advertisement, catalog, brochure, literature, or other material produced by or for this school, any statement which may appear concerning approval for admittance by nonimmigrant students must be limited to the following: "This school is authorized under Federal law to enroll nonimmigrant students."

I certify that I am authorized to execute this petition. I understand that unless this institution fully complies with all terms as described on this form, approval may be withdrawn pursuant to 8 CFR 214.4.

Dated at: San Diego, this 14 day of June, 2016  
Signature: (b)(6)  
Name and Title: President

(CORPORATE SEAL  
OF INSTITUTION)

Department of Education Recognized Accrediting Agencies:

12/15/2013 -- 12/15/2016            Accrediting Council for Continuing Education and Training

SEVP Recognized Accrediting Agencies:

None

State Recognitions:

01/01/2010 -- 12/31/2014            California: Bureau of Private Postsecondary Education

Licenses and Other Recognitions:

08/01/2012 -- 07/31/2014            Board of Registered Nursing Continuing Education Provider

06/01/1999 -- N/A                    Board of Behavioral Sciences

06/01/1999 -- N/A                    California Board of Psychology

01/01/2012 -- N/A                    Saudi Arabian Cultural Mission

01/03/2011 -- N/A                    Veterans Administration

Accreditation/Recognition Comments:

ACCET accredits only the USA English Language Center at SDUIS. Degree programs do not fall under ACCET accreditation

FAA Certifications:

None



## Instructions:

(1) Form I-17, Supplement A, listing up to thirty designated school officials for each school or campus within a school system (except an elementary or secondary system as noted below), must be attached to each Form I-17 Petition for Approval of School for Admittance by Nonimmigrant Students. If there is a change in designated school officials, a new Supplement A must be completed and submitted to the Immigration and Naturalization Service Office having jurisdiction over the school within thirty days.

(2) "Designated school officials" (DSO) means a regularly employed member of the school administration whose office is located at the school and whose compensation does not come from commissions for recruitment of foreign students. A DSO may not delegate this designation to any other person. An individual whose principal obligation to the school is to recruit foreign students for compensation may not be a DSO. The president, owner, or head of a school system must designate a principal DSO. The principal DSO is required to have a thorough knowledge of the regulations, policies and procedures governing nonimmigrant students, and is responsible for ensuring that each additional DSO has a thorough knowledge of the same.

Each school or institution must have one principal DSO, and may have up to ten DSO's at any one time, except at the discretion of the district director of the INS office having jurisdiction over the school. In a multi-campus institution, each campus must have a principal DSO. In an elementary or secondary school system, however, the entire school system is limited to a total of ten designated officials at any one time.

I, THE UNDERSIGNED, have read the Immigration and Naturalization Service's regulations relating to nonimmigrant students, namely 8 CFR 214.1, 8 CFR 214.2(f), and/or 8 CFR 214.2(m); the Service's regulations relating to change of nonimmigrant classification for students, namely 8 CFR 248; the Service's regulations relating to school approval and withdrawal of school approval, namely 8 CFR 214.3 and 214.4, and intend to comply with these regulations at all times.

Designated Official: (Print or Type)		Signature:		Telephone Number:	Role:
Last and First Name:	Title:	(b)(6)		619-297-1999 ext. 16	PDSO
Versari, Cristina	President				
<input type="checkbox"/> Initial Designation		<input type="checkbox"/> Replacement for prior designated official		<input type="checkbox"/> Correction to previous designation	

Designated Official: (Print or Type)		Signature:		Telephone Number:	Role:
Last and First Name:	Title:	(b)(6)		619-297-1999 ext. 17	DSO
Bulgatz, Lisa	Director of Student Services				
<input type="checkbox"/> Initial Designation		<input type="checkbox"/> Replacement for prior designated official		<input type="checkbox"/> Correction to previous designation	

Designated Official: (Print or Type)		Signature:		Telephone Number:	Role:
Last and First Name:	Title:	(b)(6)		619-297-1999	DSO
Jarrett, Amanda	Student Services				
<input type="checkbox"/> Initial Designation		<input type="checkbox"/> Replacement for prior designated official		<input type="checkbox"/> Correction to previous designation	

Designated Official: (Print or Type)		Signature:		Telephone Number:	Role:
Last and First Name:	Title:	(b)(6)		619-297-1999 ext. 18	DSO
Jarrett, Cintia	Registrar				
<input type="checkbox"/> Initial Designation		<input type="checkbox"/> Replacement for prior designated official		<input type="checkbox"/> Correction to previous designation	

Designated Official: (Print or Type)		Signature:		Telephone Number:	Role:
Last and First Name:	Title:	(b)(6)		619-297-1999	DSO
Versari, Daniela	Program Director				
<input type="checkbox"/> Initial Designation		<input type="checkbox"/> Replacement for prior designated official		<input type="checkbox"/> Correction to previous designation	

Designated Official: (Print or Type)		Signature:		Telephone Number:	Role:
Last and First Name:	Title:	(b)(6)		619-297-1999	DSO
Versari, Juliana	Director of Student Services				
<input type="checkbox"/> Initial Designation		<input type="checkbox"/> Replacement for prior designated official		<input type="checkbox"/> Correction to previous designation	

Designated Official: (Print or Type)		Signature		Telephone Number	Role:
Last and First Name	Title:				
<input type="checkbox"/> Initial Designation		<input type="checkbox"/> Replacement for prior designated official		<input type="checkbox"/> Correction to previous designation	

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation <input type="checkbox"/> Replacement for prior designated official <input type="checkbox"/> Correction to previous designation				

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation <input type="checkbox"/> Replacement for prior designated official <input type="checkbox"/> Correction to previous designation				

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Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation <input type="checkbox"/> Replacement for prior designated official <input type="checkbox"/> Correction to previous designation				

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation <input type="checkbox"/> Replacement for prior designated official <input type="checkbox"/> Correction to previous designation				

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation <input type="checkbox"/> Replacement for prior designated official <input type="checkbox"/> Correction to previous designation				

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<input type="checkbox"/> Initial Designation <input type="checkbox"/> Replacement for prior designated official <input type="checkbox"/> Correction to previous designation				

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<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

  

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

  

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

  

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

  

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

  

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

  

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

  

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

  

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

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Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

<b>Designated Official: (Print or Type)</b>				
Last and First Name:	Title:	Signature:	Telephone Number:	Role:
<input type="checkbox"/> Initial Designation	<input type="checkbox"/> Replacement for prior designated official	<input type="checkbox"/> Correction to previous designation		

I, the undersigned president, owner, or head of the school or school system named below certify that the above individuals are designated school officials of the school or school system. Further, I certify that I will be responsible for providing the resources and training necessary for these officials to implement properly the above referenced regulations.

<u>CRISTINA VERSARI</u> Name (Print or Type)	<u>President</u> Title (Print or Type)	<div style="border: 1px solid black; height: 40px; width: 100%; position: relative;"> <span style="position: absolute; top: 5px; left: 5px;">(b)(6)</span> </div> Signature
---	---	---

Name of School System, School, or Campus (list all schools or campuses and their three-digit suffixes for which the above officials are designated if for more than one school or campus but not for the entire school system).

INS FILE No. if known: 214F  
 Date:  
 (If a multi-campus institution or school system use the 3 digit suffix for the main or initial campus.)

San Diego Univ. for Integrative Studies  
 San Diego Univ. for Integrative Studies  
 000

Address of School System, School, or Campus:

3900 Harney Street, Suite 210  
 San Diego, CA 92110

**Instructions** – Form I-17 Supplement B must be completed and submitted with Form I-17 if a school system or multi-campus institution is seeking approval for a number of schools for admittance by nonimmigrant students. Furnish all known information for each school or campus within the system. If more space is needed to list all schools, attach additional forms as necessary, and number each at the bottom. If an approved school system wishes to update or correct the information on its original Supplement B, a new Form I-17, must be submitted, without fee, accompanied by Supplement B, and, if applicable, Supplement A. Please PRINT or TYPE all information on this form.

**Request Action:**

- a. ☐ Initial approval for the following school(s) or campus(es).  
b. ☐ Addition of the following school(s) or campus(es) to the list of approved institutions within the above school system.  
c. ☐ Removal of the following school(s) or campus(es) from the list of approved institutions within the above school system.  
d. ☐ Change or correction in the following information relating to school(s) or campus(es) which have been approved.

**Fill in only the information which is to be added to or adjusted in the INS records, and the school's three-digit suffix:**

1. School or Campus Name: San Diego Univ. for Integrative Studies	2. School or Campus 3-digit suffix: 000
3. Mailing Address: <i>(include Zip Code)</i> 3900 Harney Street, Suite 210 San Diego, CA 92110	4. Location: <i>(if different from mailing address)</i> 3900 Harney Street, Suite 210 San Diego, CA 92110

1. School or Campus Name:	2. School or Campus 3-digit suffix:
3. Mailing Address: <i>(include Zip Code)</i>	4. Location: <i>(if different from mailing address)</i>

1. School or Campus Name:	2. School or Campus 3-digit suffix:
3. Mailing Address: <i>(include Zip Code)</i>	4. Location: <i>(if different from mailing address)</i>

1. School or Campus Name:	2. School or Campus 3-digit suffix:
3. Mailing Address: <i>(include Zip Code)</i>	4. Location: <i>(if different from mailing address)</i>

# ATTACHMENT G

## San Diego University for Integrative Studies

3900 Harney Street, San Diego, CA 92110

T: 619.297.1999 – F: 619.542.1999 - [www.sduis.edu](http://www.sduis.edu) – e-mail: [sduis@sduis.edu](mailto:sduis@sduis.edu)

### Student Enrollment Agreement

Name: \_\_\_\_\_  
Last First Middle

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Day Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

[ ] Original Contract: Date: \_\_\_\_\_ [ ] Amended Contract: Date: \_\_\_\_\_

Program: \_\_\_\_\_ Degree/Certificate: \_\_\_\_\_

Total Quarter Units: \_\_\_\_\_ Units Transferred In: \_\_\_\_\_ Units Remaining: \_\_\_\_\_

Program Start Date: MM/DD/YYYY Scheduled Completion Date: MM/DD/YYYY  
First Day of the First Quarter Last Day of the Last Quarter

**A. Questions and Complaints:** SDUIS holds customer satisfaction to be a priority. Our staff is trained to assist you with any questions or concerns regarding your enrollment. If at any time you are not satisfied with your experience at SDUIS we ask that you come to the Administrative Office to speak with an advisor. Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), (888) 370-7589 or by fax (916) 263-1897." A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov)."

**B.** This agreement is a legally binding instrument when signed by the student and accepted by SDUIS. San Diego University for Integrative Studies is operating under the provisions of the Education Code of the State of California, Section 94900. The educational status of SDUIS is outlined in the catalog. The student must satisfy the degree curriculum requirements as outlined in the catalog in effect at the time of enrollment. Other academic and general policies affecting the student are outlined in the catalog. SDUIS reserves the right to make any revisions in these policies it deems necessary at any time. Such changes will be binding upon the student.

**C.** You must pay the state-imposed assessment for the **Student Tuition Recovery Fund (STRF)** if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party."

(b) In addition to the statement described under subdivision (a) of this section, a qualifying institution shall include the following statement on its current schedule of student charges:

"The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.



You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

#### **D. General Terms:**

Student is hereby given conditional acceptance into the San Diego University for Integrative Studies, subject to evaluation and approval of application materials. SDUIS reserves the right to reject an applicant who does not meet the admissions criteria and ethical standards of SDUIS. Grounds for dismissal include failure to complete admission requirements within four weeks or satisfy conditions set upon admission, lack of demonstrated scholarship, excessive absences or incomplete course work, unethical conduct and lack of consistent academic progress.

SDUIS policy encourages timely progress by students toward completion of degree programs. Lack of reasonable and consistent progress - failure to complete a minimum of four, six or nine courses, depending on student status, without prior approval, passing grades and failure to enroll in two consecutive quarters without prior approval (1quarter for international students), are grounds for dismissal.

Instruction is provided both on ground at SDUIS, 3900 Harney Street, San Diego, CA 92110, and via distant education.

#### **E. Attendance Policy:**

A student who does not attend 80% of classroom instruction will be administratively dropped from the course. To retake the course, current tuition fees will apply.

#### **F. Course Materials**

All students, both on ground and online, receive their course materials on or before the first day of class.

#### **G. Current Fees: (subject to change)**

Application Fee: \$75 Non-refundable, due when submitting the application of admission.

Registration Fee: \$175 Non-refundable, this one-time fee is due when enrolling.

Tuition: Paid in full quarterly with course registration by the registration deadline. The tuition may be paid in three installments. A service fee applies and a pay-as-you-go monthly contract must be signed each quarter. (Current Tuition Prices are listed in the Schedule of Classes each quarter).

Late Registration Fee: \$50 due when registration (and tuition) is received past the registration deadline. Registration will not be processed without the tuition and will be considered late if tuition is submitted past the deadline.

Student Tuition Recovery Fund: Non-refundable, due at the time of enrollment. STRF requires that institutions collect from each newly enrolled student a "STRF fee" in the amount of \$.0 per thousand dollars (\$1000.00) of tuition paid. See provisions of the act as stated on page 1 of this agreement.

Drop Course Fee: \$50 is charged for courses dropped after the drop add period.

**H. Student Loans:** If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- (1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.

(2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

### **I. Student's Right to Cancel:**

A notice of cancellation shall be in writing, and a withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance.

The University shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars (\$250), if notice of cancellation is made through your attendance at the first class session (or before the first lesson and materials are received for Distance Education courses), or the seventh day after signing this enrollment agreement, whichever is later. If you attend the first scheduled day of classes (or receive the first lesson on the date the course is scheduled to begin), the last date you have to cancel is \_\_\_\_\_.

There is no penalty or obligation from the date the student cancels their enrollment agreement. The institution shall pay or credit refunds within 45 days of a student's cancellation or withdrawal.

If the school has given a student any equipment, she/he must return it within 10 days of the cancellation notice. If it is not returned within this time, SDUIS may keep an amount out of the fees paid that equals the replacement cost of the equipment. The school will refund any amount over that and the student may keep the equipment.

### **J. Refund Policy:**

The refund policy of SDUIS for the unused portion of tuition costs follows the appropriate guidelines of the Veteran's Administration and California Education Code. Drop/add forms are available in the Administrative Office. The amount of a refund is determined by the date that the student last attended class. The ratios remain the same for Certificate, MA and Doctoral programs. Refunds are mailed to the student within 45 days. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. See the following example:

Refund Policy Example for a five-unit master's or certificate level course meeting once a week for 12 weeks. The formula is: Total Amount paid minus Registration Fee equals Adjusted Amount paid. The Adjusted Amount times Hours of Instruction paid for but not received divided by Hours of Instruction paid for, minus the drop fee equals final Refund Amount.

Hours of Instruction	Class Meeting(s)	Refund Amount
4	1	\$600 (- \$50 drop fee)
8	2	\$500
12	3	\$450
16	4	\$400
20	5	\$350
24	6	\$300
28	7	\$250
32	8	\$200
36	9	\$150
40	10	\$100
44	11	\$50
48	12	\$0.00

For example, a student may attend a class for 20 hours, but then elect to drop. The refund would be prorated as follows:  $\$600 - (\$600 \times 20\text{hrs}/48\text{hrs}) = \$400 - \$50 \text{ drop fee} = \$350$

### **K. "NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION"**

"The transferability of credits you earn at the San Diego University for Integrative Studies is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (\_\_\_\_\_)

*Credits or Degree, Diploma or Certificate*

you earn in the (\_\_\_\_\_)

*Program of Study*

is also at the complete discretion of the institution to which you may seek to transfer. If the (\_\_\_\_\_)

*Credits or Degree, Diploma or Certificate*

that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your

educational goals. This may include contacting an institution to which you may seek to transfer after attending the San Diego University for Integrative Studies to determine if your ( \_\_\_\_\_ )  
*Credits or Degree, Diploma or Certificate*  
will transfer."

#### **L. GOVERNING LAW:**

Regardless of the place of contracting or performance, this Agreement shall be governed by and construed under the laws of the State of California. Any dispute arising between the parties or relating to this Agreement shall be decided by a mediator appointed jointly by the parties. The mediation shall be conducted in California under the rules of National Conflict Resolution Center ([www.ncrconline.com](http://www.ncrconline.com)), and if not resolved then to be submitted to and decided by BINDING ARBITRATION with the American Arbitration Association, thereby giving up any and all rights each might possess to have a court or jury trial, full judicial discovery, cross-examination, and an appeal of any adverse decision. The award shall be final and non-appealable and judgment upon any award may be entered and enforced in any court of competent jurisdiction. Prior to proceeding with formal arbitration of disputes proceedings, either party is first required to notify the other, in writing, of any perceived significant problem. A reasonable amount of time to respond, or correct, as needed, will be given. The parties herein understand and acknowledge that this Agreement is intended by the undersigned parties to be controlled by the FEDERAL ARBITRATION ACT, which supersedes the California Code of Civil Procedure Section 1298.7. Jurisdiction of dispute resolution shall be San Diego County, California.

**"NOTICE: BY INITIALLING IN THE SPACE BELOW YOU ARE AGREEING TO HAVE ANY DISPUTE ARISING OUT OF THE MATTERS INCLUDED IN THE 'ARBITRATION OF DISPUTES' PROVISION DECIDED BY NEUTRAL ARBITRATION AS PROVIDED BY CALIFORNIA LAW AND YOU ARE GIVING UP ANY RIGHTS YOU MIGHT POSSESS TO HAVE THE DISPUTE LITIGATED IN A COURT OR JURY TRIAL. BY INITIALLING IN THE SPACE BELOW YOU ARE GIVING UP YOUR JUDICIAL RIGHTS TO DISCOVERY AND APPEAL, UNLESS THOSE RIGHTS ARE SPECIFICALLY INCLUDED IN THE ARBITRATION OF DISPUTES' PROVISION. IF YOU REFUSE TO SUBMIT TO ARBITRATION AFTER AGREEING TO THIS PROVISION, YOU MAY BE COMPELLED TO ARBITRATE UNDER THE AUTHORITY OF THE CALIFORNIA CODE OF CIVIL PROCEDURE. YOUR AGREEMENT TO THIS ARBITRATION PROVISION IS VOLUNTARY." "WE HAVE READ AND UNDERSTAND THE FOREGOING AND AGREE TO SUBMIT DISPUTES ARISING OUT OF THE MATTERS INCLUDED IN THE 'ARBITRATION OF DISPUTES' PROVISION TO NEUTRAL ARBITRATION."**

#### **M. DRAFTING AMBIGUITIES**

The rule of construction that any ambiguities are to be resolved against the drafting party shall not be employed in the interpretation of this Agreement or any amendments or exhibits to this Agreement.

**N. The undersigned acknowledges that he/she understands and agrees to each of the paragraphs above, knowingly and voluntarily, in the absence of fraud, mistake, duress, coercion, or undue influence, after careful thought and reflection, and in signing this Agreement has decided to rely solely upon his/her own judgment, belief, knowledge, understanding and expertise.**

#### **NOTICE**

**YOU MAY ASSERT AGAINST THE HOLDER OF THE PROMISSORY NOTE YOU SIGNED IN ORDER TO FINANCE THE COST OF THE EDUCATIONAL PROGRAM ALL OF THE CLAIMS AND DEFENSES THAT YOU COULD ASSERT AGAINST THIS INSTITUTION, UP TO THE AMOUNT YOU HAVE ALREADY PAID UNDER THE PROMISSORY NOTE.**

#### **O. Catalog and Performance Fact Sheet**

Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.

I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, and salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet.

Student initials: \_\_\_\_\_

**Program Tuition\*:** \_\_\_\_\_

\*Tuition cost may be increased with written notice published in the SDUIS Schedule of Classes.

**Non-refundable fees:**

Application fee: \_\_\_\_\_ Registration fee: \_\_\_\_\_ Comprehensive Exam fee: \_\_\_\_\_  
Comprehensive Exam Re-take fee (if applicable): \_\_\_\_\_ Petition to Graduate fee: \_\_\_\_\_ Late Tuition Fee: \$50.00  
STRF Fee of \$0.00 per \$1000: .00 Courier fees (for I20) if incurred \$75.00 Drop Fee: \$50.00  
Estimated Cost of Books: \$ \_\_\_\_\_

**Additional Fees:** A student who authorizes tuition payment with 1) a credit card, and their credit card is declined, or 2) by a check that is returned, is charged a \$25 decline/return fee, and will also be charged the \$50.00 late tuition fee (unless payment is successfully received by the deadline).

**TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE: \$ \_\_\_\_\_**

**ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: \$ \_\_\_\_\_**

**THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT: \$ \_\_\_\_\_**

I understand that this enrollment agreement is a legally binding contract when signed by the student and accepted by the institution. I understand this is a legally binding contract. My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution's cancellation and refund policies have been clearly explained to me.

Accepted and Agreed to by:

Accepted and Agreed to by:

San Diego University for Integrative Studies

\_\_\_\_\_  
Student

\_\_\_\_\_  
President

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

\_\_\_\_\_  
Registrar

\_\_\_\_\_  
Date

**§71775. Pre-enrollment Disclosure; Notice to Prospective Degree Program Students.**

(a) An unaccredited institution enrolling a student in a degree program that has received provisional approval shall, prior to execution of an enrollment agreement, provide the student with the following notice, which shall be in at least 12-point type in the same font as the enrollment agreement:

**"Notice to Prospective Degree Program Students**

This institution is provisionally approved by the Bureau for Private Postsecondary Education to offer degree programs. To continue to offer this degree program, this institution must meet the following requirements:

☐ become institutionally accredited by an accrediting agency recognized by the United States Department of Education, with the scope of the accreditation covering at least one degree program.

☐ Achieve accreditation candidacy or pre-accreditation, as defined in regulations, by (date two years from date of provisional approval), and full accreditation by (date five years from date of provisional approval).

If this institution stops pursuing accreditation, the following will happen:

☐ the institution must stop all enrollment in its degree programs, and

☐ Provide a teach-out to finish the educational program or provide a refund.

An institution that fails to comply with accreditation requirements by the required dates shall have its approval to offer degree programs automatically suspended.

Institutional Representative Initials: \_\_\_\_\_ Student Initials: \_\_\_\_\_



# ATTACHMENT H

**SAN DIEGO  
UNIVERSITY  
FOR  
INTEGRATIVE STUDIES**



**General Catalog**

**1/1/ 2016 to 12/31/2016**

**Updated:**

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## ABOUT THE UNIVERSITY

### **Mission Statement**

The *mission* of San Diego University for Integrative Studies is to provide an educational environment that will facilitate and encourage adult learners who value and strive to pursue intellectual growth. The University provides academic and practical training utilizing a humanistic applied approach to adults who seek to grow from an interdisciplinary, integrative education in support of their personal and professional goals.

*In fulfillment of its mission, SDUIS will*

- *Develop students who seek to be lifelong learners*
- *Prepare students for the diverse applications of 21<sup>st</sup> century careers*
- *Create an inclusive environment that celebrates the unique backgrounds of the staff, faculty and learners*

The institutional purposes of the University's educational programs include:

- Preparing students for academic and professional success through direct classroom or distance instruction, supervised practicum experience, and tutorial study with distinguished faculty who have demonstrated expertise in their respective fields;
- Measuring student achievement through examinations and evaluations of explicit demonstrations of academic

competence with attention to professional ethical standards;

- Encouraging recognition of the rich diversity of peoples, cultures, and ideas that add to a chosen field of study through integrative educational programs and instructional methodologies;
- Providing the community access to continuing education programs, special lectures, and multi-cultural events.

Planning for the growth of San Diego University for Integrative Studies through this century, the mission includes:

1. Expanding our distance learning programs using Internet and correspondence learning in combination with short-term residency requirements.
2. Seeking grants for research, publication, and community services.
3. Creating the SDUIS Counseling Center.
4. Expanding the University's English Language Program (IEP).

### **Philosophy**

Integrative education emphasizes personal development, maturity, and wisdom combined with technical and professional skills. The goal of San Diego University for Integrative Studies is to prepare a graduate who possesses the competence and the understanding to help others effectively. Learning at SDUIS is designed to cultivate competence in service to others and



integrates academic and scholarly discipline with intuitive and spiritual understanding. Experience in applying the skills acquired and insights gained require intensive training, internships, and community service.

Integrative studies and Humanistic psychology emerged as a consequence of reductionist, biological, and mechanistic views of human beings. Integrative studies follow a holistic model by acknowledging the individual's capacity for choice, self-healing, growth, and spirituality. The implementation of this model considers individuals in their many inseparable dimensions: mind, body, and spirit and in their social, cultural, and environmental contexts. The scope of integrative studies embrace areas and methods of inquiry based upon human experience and the contemporary issues men and women confront in their daily lives.

Scholastically, integrative education combines cognitive and methodological skills with affective and intuitive skills. It recognizes that maturity and effectiveness are manifestations of perspective, experience, and self-knowledge. These attributes are not only assimilated through ordinary didactic instruction but are nurtured through experiential learning. The experiential component includes small group discussion, role-playing, case studies, student presentations, simulations, clinical internships and self-assessment. Integrative education requires a commitment to change, growth, and respect for perceptual and cultural diversity.

### **Campus Description**

The main campus for the University is located in historic Old Town San Diego, close to the Pacific Ocean and Interstate 5. The facilities available at the University include an administrative office, classrooms,

student lounge, and computer lab. Old Town San Diego is considered the “birthplace” of California and is home to over 150 restaurants, shops and historical sites. Miles of oceanfront beach are within a few miles and Mission Bay, with more than 4,000 acres of bay, bike paths, grassy knolls and parks is approximately three miles north of Old Town. Within this range are the University of California, San Diego (UCSD) and San Diego State University (SDSU), where students of San Diego University for Integrative Studies can access library facilities as well as cultural and educational events.

San Diego University for Integrative Studies is a non-residential campus serving a wide variety of students. It does not provide dormitory facilities or off-campus student housing. The school assumes no responsibility in matters of student housing and transportation.

### **Campus Tours**

All prospective students who visit San Diego University for Integrative Studies receive a tour of the campus by the Admissions Officer. This includes a personal introduction to the administrative staff as well as available students and faculty.

## **Degree and Certificate Programs Offered**

### **Bachelor of Arts Degrees**

- Bachelor of Arts in Business Administration

### **Master Degrees**

- Master of Accounting
- Master of Arts in Expressive Arts Therapy

- Master of Arts in Information Technology
- Master of Arts in Marriage and Family Therapy
- Master of Arts in Sport Counseling
- Master of Arts in Transpersonal Psychology
- Master of Business Administration
- Master of Business Administration, Specialization: Hospitality Management
- Master of Business Administration, Specialization: Marketing

## **Doctorate Degrees**

- Doctor in Business Administration

## **Graduate Certificate Programs (non-degree)**

- Certificate in Expressive Arts Therapy
- Certificate in Integrative Nursing Care
- Certificate in Sport Psychology
- Certificate in Tibetan Buddhist Psychology

## **Certificate Programs (non-degree)**

- Certificate in Accounting
- Certificate in Advertising
- Certificate in Communication
- Certificate in Executive Leadership Coaching
- Certificate in Family Leadership Coaching
- Certificate in Fashion Design
- Certificate in Graphic Design
- Certificate in Hospitality Management
- Certificate in Information Technology

- Certificate in International Business Administration
- Certificate in Marketing
- Certificate in Web Design

## **Faculty**

San Diego University for Integrative Studies takes great pride in the affiliated core and adjunct faculty. By embodying the qualities of scholar-practitioners, they bring wisdom and worldly experience to their classrooms and our curriculum. Believing in personal exchange and exposure to a variety of thinkers and doers, San Diego University for Integrative Studies seeks out specialists to teach in each of its course areas. Input from faculty is sought at the curriculum development stage as well. Faculty members strive to pass on their knowledge and expertise so that they can have a positive influence on our collective future.

Although San Diego University for Integrative Studies is a small university, its scholars are leaders and innovators in their areas of expertise. Over 90% of the faculty who teach at the graduate level hold terminal degrees in their area of expertise. The University's residential and online faculty are published, recognized scholars whose approach to teaching embraces multicultural and multinational perspectives.

A listing of the faculty, degrees earned, and areas of specialty is included in the catalog.

## **Instructional Methods:**

### **Residential courses**

1) All residential courses, other than independent study, are taught in a classroom setting. Each instructor provides students with a syllabus that contains an outline of the course objectives, the course content, student performance expectations, textbooks and related study materials, and evaluation



methods used for grading purposes. All instruction is provided in English.

2) Courses are traditionally taught in lecture style with group discussions, student presentations and written assignments.

3) Instructional methods also include research projects and experiential components such as internship and practicum requirements. Faculty provide individualized academic advising as needed and encourage ongoing student dialogue in class and online. Upon completion of the core curriculum, students become involved in their capstone research project, the Master's Thesis. In addition, students are required to complete fifty (50) clock hours of personal counseling provided by a licensed psychologist or therapist approved by the University. Grading criteria are presented to students in the course syllabus provided at the beginning of class. The University's grading policy is designed to meet the highest professional standards of objectivity, fairness, and accuracy.

4) Independent study courses are an in-depth study of a topic and directed by SDUIS faculty or an equally qualified mentor who is approved by the Chief Academic Officer.

5) Student learning performance outcome evaluations include essay and objective examinations, research, reports, and experiential activities.

### **Distance Education**

1) A majority of courses offered by the San Diego University for Integrative Studies are also offered through distance education. Direct education is delivered to students via the Internet, using the learning management system NEO, which allows for the delivery, and tacking of e-learning courses and content, discussion forums, and testing.

2) Each student is provided with a syllabus that contains an outline of the course objectives, course content, weekly assignments and student performance expectations.

3) Instructors work closely with students to monitor their progress.

### **Institutional Status and Disclosures**

San Diego University for Integrative Studies is a private degree-granting institution, which is state approved, operating in compliance with the California Education Code under the authority and regulation of the Bureau for Private Postsecondary Education. To earn approved status in California, a degree-granting institution must undergo a qualitative review and assessment of programs offered and of all institutional policies, procedures, and operations. The assessment is conducted by a comprehensive on-site review process performed by a qualified visiting committee composed of educators and other appropriate experts. Approval to operate, however, does not imply a state endorsement.

The University's Marriage and Family Therapy program is approved by the California Board of Behavioral Sciences (BBS). The Psychology (PsyD) programs at the San Diego University for Integrative Studies are approved by the California Board of Psychology (BOP). SDUIS is a Continuing Education Provider approved by the California Board of Registered Nursing under the State of California Department of Consumer Affairs, Provider Number CEP 14193. SDUIS is also a Continuing Education Provider approved by the California Board of Behavioral Sciences. Provider Number PCE 1608. SDUIS is approved by the Student and Exchange

Visitor Program under the US Department of Homeland Security. SDUIS certificate programs are also approved by the Veterans Administration.

San Diego University for Integrative Studies offers English as a Second Language training through the department USA English Language Center, which is approved by the Accrediting Council for Continuing Education and Training (ACCET). The courses in our English as a Second Language program are short-term, non-degree, non-credit courses.

SDUIS is not institutionally accredited, nor are any of the Degree programs offered, by an accrediting agency recognized by the US Department of Education.

SDUIS does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding 5 years, nor has a petition of bankruptcy been filed against SDUIS within the preceding 5 years that resulted in re-organization under chapter 11 of the US Bankruptcy code (11USCSEC1101ETSEQ).

### **Legal Control**

This institution is owned by the San Diego University for Integrative Studies, Inc., a California Corporation.

### **Advisory Board**

The Advisory Board Members are:

Stuart Hurwitz, JD  
Randall McManus, JD  
Denis Waitley, PhD

### **Notice to Prospective Students**

This institution is provisionally approved by the Bureau for Private Postsecondary Education to offer degree programs. To continue to offer this degree program, this

institution must meet the following requirements:

- ☐ become institutionally accredited by an accrediting agency recognized by the United States Department of Education, with the scope of the accreditation covering at least one degree program.

- ☐ Achieve accreditation candidacy or pre-accreditation, as defined in regulations, by (date two years from date of provisional approval), and full accreditation by (date five years from date of provisional approval).

If this institution stops pursuing accreditation, the following will happen:

- ☐ the institution must stop all enrollment in its degree programs, and
- ☐ Provide a teach-out to finish the educational program or provide a refund.

An institution that fails to comply with accreditation requirements by the required dates shall have its approval to offer degree programs automatically suspended.

A degree program that is unaccredited or a degree from an unaccredited institution is not recognized for some employment positions, including, but not limited to, positions with the State of California.

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. , and that, if the student has received federal student financial aid funds (SDUIS does not participate in the Federal Student Financial Aid Programs), the student is entitled to a refund of the monies not paid from federal student financial aid program funds.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov), toll free telephone number (888) 370-7589 or by fax (916) 263-1897. Catalogs are updated annually or more frequently as deemed necessary.

Current catalogs are available to students and the public on the University's website. A printed copy may be requested by a student from the Admissions Department.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or by completing a complain form, which can be obtained on the bureau's internet web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

#### **Subject to Change/Errors and Omissions**

All information, including statements of fees, course offerings, admissions and graduation requirements contained in this catalog are subject to change without notice.

The University is not liable for unintended errors or omissions or for the statements of any employee, advisor or faculty member in conflict with the contents of this catalog.

**Statement of Nondiscrimination**

Students of any race, color, gender, nationality and ethnicity are admitted to all rights, privileges, programs and activities

available at San Diego University for Integrative Studies. The University maintains a non-discriminatory policy regarding race, color, age, gender, disability, creed, sexual orientation, and national or ethnic origin in the administration of educational policies, admissions policies, and other University administered programs.

#### **Students**

The University provides a supportive and creative environment for mature individuals who are seeking a positive change in their lives. Historically, SDUIS students have often been embarking on one of life's great transitions, such as: homemakers creating new roles and opportunities; accomplished professionals finding new directions and dimensions; recently retired professional athletes or military personnel looking for a new purpose; paraprofessionals in human services who have been counseling peripherally while desiring enhanced techniques and the opportunity to enter private practice; licensed practitioners seeking a higher degree of competence and state of the art approaches; and, those improving the quality of their personal as well as professional lives.

Academically, the University aspires to train knowledgeable practitioners, professionals and community leaders who bring to their work a special awareness of their social, ethical, and professional responsibilities. San Diego University for Integrative Studies is proud to provide education for individuals committed to human service and personal development.



## SDUIS Administration

Cristina Bortoni Versari, Ph.D.  
[cversari@sduis.edu](mailto:cversari@sduis.edu)

President  
 Director of Sport Psychology Program

OPEN

Dean of Academic Affairs

Doris Lu-Anderson, PhD  
[dluanderson@faculty.sduis.edu](mailto:dluanderson@faculty.sduis.edu)

Director of Research

Cintia Jarrett, B.A.  
[registrar@sduis.edu](mailto:registrar@sduis.edu)

Registrar, Administrative Director

Yvette Lyons, PhD  
[ylyons@sduis.edu](mailto:ylyons@sduis.edu)

Director of Expressive Arts Therapy Program

Lisa Bulgatz, PhD  
[studentservices@sduis.edu](mailto:studentservices@sduis.edu)

Director of Student Services  
 Assistant Registrar

Peter Jombik  
[Sduis34@sduis.edu](mailto:Sduis34@sduis.edu)

Assistant Director of Student Services

Nikki Frederick  
[sduisadmissions@sduis.edu](mailto:sduisadmissions@sduis.edu)

Admissions Advisor

Mathew Leatherman  
[sduisinfo@sduis.edu](mailto:sduisinfo@sduis.edu)

Admissions Advisor

Amanda Jarrett  
[Sduis10@sduis.edu](mailto:Sduis10@sduis.edu)

Administrative Assistant

Kristen Lopez  
[Sduis13@sduis.edu](mailto:Sduis13@sduis.edu)

Administrative Assistant

Amanda Potter  
[Sduis37@sduis.edu](mailto:Sduis37@sduis.edu)

Administrative Assistant

Kim Soulaqa  
[payments@sduis.edu](mailto:payments@sduis.edu)

Payment Center

Kristen Kirkham, M.S.  
[dl@sduis.edu](mailto:dl@sduis.edu)

Distance Learning Coordinator

## UNIVERSITY RESOURCES

### Academic Counseling

The Admissions Advisor provides the initial academic counseling to students who are registering for the first time. Each student receives an official Program Status Report (PSR), at the time of initial enrollment, which lists the sequence of the required courses for their degree program. Academic advising for continuing students is provided by the Student Services and the Dean of Academic Affairs.

The Dean of Academic Affairs remains available for on-going academic counseling throughout the year and routinely provides recommendations and offers academic assistance. Students should schedule an appointment in advance for a consultation with the Dean of Academic Affairs

### Career Services

The Career Services Office assists graduates in seeking careers in their fields of education and training. The Career Services staff works with students prior to graduation to determine areas of employment interest and to explore employment options.

Although SDUIS does not guarantee employment to any graduate, the Career Services Office works to provide employment leads and to help graduates seek interviews for appropriate employment. Students seeking part-time employment are also assisted by the Career Services Office.

Career Services assistance is most effective when there is cooperation between the graduating student and the Career Services Office. To this end, it is the student's responsibility to do the following:

- Understand that SDUIS does not guarantee the employment of any graduate, and that obtaining

employment is ultimately the graduate's responsibility. While the Career Services Office will assist graduates, graduates should independently pursue employment opportunities and not rely solely on the efforts of the office.

- Complete all paperwork required by the Career Services Office and keep the Career Services Office apprised of any changes in personal or employment information.
- Attend workshops and training sessions as these become available. Attendance at these sessions will assist students in preparing résumés, cover letters, and applications, and will provide information concerning interviewing techniques.
- Attend career conferences as requested by the Career Services Office. These meetings enable the staff to better assess the career goals and needs of each student.
- Begin addressing practical employability concerns immediately. These include such issues as arrangements for child care, transportation, and wardrobe development.

### Disabled Student Services

The University welcomes students with disabilities. Students who have special needs are encouraged to contact the Dean of Academic Affairs to make arrangements for the needed services. Such students may be entitled to receive approved modifications, accommodations, or auxiliary aids to enable them to participate in and benefit from all educational programs and activities on the campus. San Diego University for Integrative Studies is committed to providing opportunities for higher education



and for making its programs, activities, and facilities fully accessible to persons with disabilities. The University is fully compliant with the Americans with Disabilities Act of 1960 and section 504 of the Federal Rehabilitation Act of 1973.

### **Library Resources**

Students can access the University of California, San Diego (UCSD) and San Diego State University (SDSU) libraries through the purchase of the Community or Guest card, which is valid for one year. SDUIS does reimburse for the purchase of the library card, once the student submits the receipt as proof of purchase.

Students can have access to the University of California, San Diego libraries consisting of six (6) libraries throughout the UCSD campus, providing users with access to more than 7 million digital and print volumes, journals, and multimedia materials.

San Diego State University main library is also available. The SDSU library contains over 7 million items in its collection, including books, periodicals, microfilm, and electronic subscriptions.

A professional librarian and information specialist experienced in the electronic retrieval of information is available in each library.

Distance Learning students can select a library near where they are located for the same access and privileges.

### **Student Activities**

#### **Student/Alumni Network**

The University provides a forum of communication between former and current students of San Diego University for Integrative Studies. The University has an internet based news/discussion group,

SDUIS forum, which is used as the primary tool for networking and disseminating information about the SDUIS community.

### **Study Groups**

University students are allowed to use available classroom space during regular office hours for study groups, peer or organizational meetings, and capstone research project planning among other activities. Students make scheduling arrangements with the Administrative Office at least one (1) week in advance of the date and time being requested.

### **Support Groups**

SDUIS support groups are established during any quarter by students who are enrolled in various courses and who want the interaction and support of their classmates.

### **Student Organizations**

Since the majority of University students are working professionals, many have limited time for additional external activities outside school. However, student organizations evolve periodically when needed.

### **Workshops and Special Events**

Students and members of the community are invited to attend a variety of workshops, lectures, and special events sponsored by the University throughout the year.

## ADMISSIONS

### Bachelor of Arts Degree

Admission to the University's degree programs is based largely on a process of personal interview(s) and evaluation of relevant academic achievement. Since the programs at SDUIS are humanistic and professional in orientation, the school seeks students who are committed to promoting compassion, personal responsibility and well-being in themselves and others.

The criteria for admission into the degree programs is based on the applicant's academic preparation and his/her apparent orientation to humanistic and integrative education. No entrance exams are required.

#### Prior Education Requirements:

##### Bachelor of Arts Degree

Students enrolling in the Bachelor's Degree program must have a High School Diploma or GED.

#### TOEFL Exam:

Foreign, non-English speaking students must submit minimum TOEFL scores of 500 (paper-based), 173 (computer-based) or 61 (Internet-based). (Scores may be changed)

English as a Second Language instruction is provided under USA English Language Center at SDUIS. SDUIS is approved by the Student Exchange and Visitor Program (SEVP) to issue student visas.

#### ADMISSION PROCEDURES:

All degree applicants must complete and submit the following items:

1. Application for admission with a \$75 fee.
2. Educational intent statement (2-5 page essay or update for returning students).

3. Two (2) letters of recommendation.

4. Transferability of Units form.

5. Official transcripts from schools previously attended.

6. Transcripts from foreign, non-English speaking Universities must be accompanied by a certified official translation of the transcript.

7. SDUIS requires an original **General Report** from a credential evaluation agency of the final transcript or diploma, if earned outside of the United States. The credential evaluation agency must be a member of the National Association of Credential Evaluation Services (NACES). Member organizations may be found at [www.naces.org](http://www.naces.org).

A Course-by-Course evaluation is required for students applying to the Bachelor's degree program who have completed courses at another college/university and want the units to be evaluated for transfer to SDUIS.

8. All new international students are required to show proof that funds are guaranteed for the first year of study, in the form of a bank statement (savings or checking accounts only) or bank letter, dated within the last two months.

The bank statement or bank letter must be in English, or include a certified English translation.

9. Foreign, non-English speaking students must submit minimum TOEFL scores of 500 (paper-based), 173 (computer-based) or 61 (Internet-based). (May include description of score between 450 to 499)



10. If applying from abroad, the prospective student is required to pay an Abroad Booking Fee in the amount of \$300, as well as the courier fee for delivery of acceptance documents & Form I-20.

The completed and signed Final Admission Interview Documents must be mailed back to SDUIS

Students enrolling for Distance Learning follow the same admission procedure except that the Final Admissions Interview is conducted through a conference telephone call.

Students who are accepted receive a Student Handbook, ID card by request, Disabled Student Services information or financial assistance information, if appropriate.

Deadline for admission as a Full Status student is one (1) month prior to the beginning of the quarter. Applicants who have not completed the admissions process may provisionally enroll on a Conditional basis for one (1) quarter while completing and submitting the remainder of materials needed.

After the student receives the registration information forwarded by the Registrar, he/she registers for classes and is required to settle all appropriate fees prior to the deadline for the upcoming quarter.

Admissions documents submitted to SDUIS become the property of the University and cannot be returned, forwarded, copied or released to the student, other organizations or institutions, professional associates or family and friends.

### **CERTIFICATE PROGRAMS (non-degree)**

Students enrolling in Undergraduate Certificate Program must have a High

School Diploma, GED, or Bachelor's degree.

Students enrolling in a Graduate level Certificate Program must have earned a Bachelor's degree.

Foreign, non-English speaking students must also take an English Placement Test and score 75 or higher. (Scores may be changed or TOEFL TEST required)

All Certificate applicants must complete and submit the following items:

A potential Certificate student must complete the admissions packet and submit the following items:

1. Application for admission with a \$75 fee.
2. Educational intent statement (2-5 page essay or update for returning students).
3. Two (2) letters of recommendation.
4. Transferability of Units form
5. Copy of HS Diploma, HS Transcripts, GED, or Bachelor's degree Transcript.
6. If the diploma, transcripts, GED or Bachelor's degree transcript are from foreign, non-English speaking schools, the document must be accompanied by a certified official translation.
7. Must provide an original General Report from a credential evaluation agency of the official final transcript or diploma, if earned outside of the United States (no copies). The credential evaluation agency must be a member of the National Association of Credential Evaluation Services (NACES). Member organizations may be found at [www.naces.org](http://www.naces.org).

8. All new international students are required to show proof that funds are guaranteed for the first year of study, in the form of a bank statement (savings or checking accounts only) or bank letter, dated within the last two months.

The bank statement or bank letter must be in English, or include a certified English translation.

9. Foreign, non-English speaking students must take the English Placement Test and score 64 or better for admission to an undergraduate level certificate program.

English as a Second Language instruction is provided under USA English Language Center at SDUIS. SDUIS is approved by the Student Exchange and Visitor Program (SEVP) to issue student visas.

### **Conditional Enrollment Status**

A student can be admitted to SDUIS with Full, Conditional, or Extension Status:

\* Full Status: Students with this classification have completed the application process, paid all fees, met all requirements, and signed a Student Enrollment Agreement form.

\* Conditional Status: Students with this classification have initiated but have not completed the admissions process. These are applicants being considered for full status pending receipt and acceptance of remaining application materials. This includes, for Degree seeking students, the completion of the Final Admissions Interview. The courses taken during the first quarter will transfer into a degree program upon acceptance.

“Conditional” students must complete the admission requirements before the end of the first quarter they enroll in order to be

eligible to register for the second quarter. Students who are not accepted into a program may be eligible to receive units as an extension student. “Conditional” students enrolled for classes while completing the admissions process are not guaranteed acceptance into a degree program as a full time student. (Students on an F-1 visa do not qualify for Conditional status).

### **Transfer Credit Policy**

When students wish to transfer units into a degree program at SDUIS, all units must be from an accredited or approved school and have not been counted towards a completed degree program, or one to be completed concurrently elsewhere. If a course is evaluated at the University as being equivalent to a course required in the student's program, it may be accepted as such. The amount of transfer credit permitted varies with each program. The following formula is used when changing semester hours to quarter hours:

1 semester hour = 1.5 quarter units  
2 semester hours = 3.0 quarter units  
3 semester hours = 4.5 quarter units  
4 semester hours = 6.0 quarter units  
5 semester hours = 7.5 quarter units

Credits eligible for transfer must be earned at institutions approved by the BPPE (Bureau for Private Postsecondary Education), public or private schools of higher education that are regionally accredited or foreign institutions recognized by the U.S. Department of Education. In determining how courses are evaluated for acceptance as transfer credits, each course will be compared with the catalog course description from the school previously attended (where transfer credits will come from) to the SDUIS catalog course description. The student will provide a copy of the catalog with course description(s) that was in use during the time

the student had attended that school, in order for the evaluation to occur. Courses eligible for transfer at the graduate level must have been completed within the last 10 years, or 6 years for the licensing tract. At the BA level, each case will be evaluated individually. General education requirements may also be met by successful scores on CLEP exams in subjects not previously credited on transcripts.

Credits transferred into the Bachelor of Arts program are limited to 90 semester and 135 quarter units. A passing grade of "C" or better is required for courses to transfer into the Bachelor of Arts program. Master of Arts programs are limited to six (6) semester hours or eight (8) quarter units. These units must be in subjects directly related to the core courses for the degree. A passing grade of "B" or better is required for courses to transfer into SDUIS graduate programs. No more than 30 semester hours, or 45 quarter units, can be transferred into any of the Doctoral programs. These units must be in subjects directly related to the core courses for the degree.

The University does not accept undergraduate credit hours, even at advanced levels, as transfer credit in graduate programs.

This institution had not entered into an articulation or transfer agreement with any other college or university.

### **Residency Requirement**

The residency requirement refers to the minimum number of units of formal classroom instruction that must be completed with the University to meet all course requirements. For the bachelor's degrees, the residency requirement is 45 quarter units, in all masters programs the residency requirement is 76 quarter units except for the Marriage and Family Therapy

(MFT) program, which is 82 quarter units; and, Sport Counseling at 66 quarter units. The residency requirement for all Doctoral programs is 55 quarter units. The following courses cannot be transferred into SDUIS programs and must be completed at the university:

1. CPS 605 – Clinical Counseling Skills Training
2. CPS 611 – Advanced Clinical Skills Training
3. CEX/CTR/SPO 600 – Business Principles

### **Residency Requirement for International Students**

The residency requirement refers to the minimum number of classes an international student must register for per quarter. For the bachelors programs, the residency requirement is a minimum of three classes per quarter for three consecutive quarters; 50% of classes each quarter must be completed residentially. For the certificate, master's and doctorate programs, the residency requirement is a minimum of two classes per quarter for three consecutive quarters; 50% of classes each quarter must be completed residentially.

### **Residency Requirement for Online Students**

Distance learning students, enrolled in Psychology program, and are required to complete the following courses in the classroom setting. These courses must be completed at SDUIS and cannot be transferred from another university. The University's ten (10) quarter unit residency requirement is offered as intensive courses in the Winter Quarter, and includes the following:

- CPS 605 – Clinical Counseling Skills Training



- CPS 611 – Advanced Clinical Skills Training

### **Extension Student Applicants**

The University invites qualified people who are not enrolled in a degree program to take courses as extension students. Students who later decide to enter a degree program must satisfy all admission requirements in effect at the time of their formal enrollment. The same attendance and refund policy applies for the extension student as for all enrolled SDUIS students. These courses appear on a transcript with the respective grades. Up to three courses and fees paid for credit may be applied to degree programs by extension students who later enroll (as long as courses taken apply to the degree program).

### **Auditing Courses**

Qualified individuals (admitted students or extension students) who wish to attend a class without receiving credit may register as an auditor at 50% the cost of tuition. Alumni can audit classes and certain special events at a 20% discount. Auditors must meet all pre-requisite requirements. Some classes cannot be taken as an audit.

Classes completed as an audit do not satisfy University degree requirements, and will not appear on a transcript. Registered students can change from audit to credit status before the last class meeting by completing the appropriate forms, paying the tuition difference and completing all course requirements.

### **Notice Concerning Transferability of Credits and Credentials Earned at Our Institution**

The transferability of credits you earn at the San Diego University for Integrative Studies is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree or certificate) you

earn at the San Diego University for Integrative Studies is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending (name of institution) to determine if your (credits or degree, diploma or certificate) will transfer.

## FINANCIAL INFORMATION

### Tuition

Tuition is due and payable at the time of registration each quarter. Students are permitted to pay tuition and any fees using Master Card, Visa, Discover or American Express in addition to cash, check, money order, or cashier's check.

Tuition is subject to change. Students will be notified of any tuition increase(s) in the SDUIS Quarterly Schedule of Classes. The same tuition charges apply to the certificate and extension students.

The following tuition amounts and required fees (\$75 Application Fee, \$175 one-time Registration Fee, \$200 Petition to Graduate or Petition of certificate Completion fee, \$150 Comprehensive Exam Fee for applicable programs\*) are effective for academic year –2016 - 2017.

Program Cost Chart	Tuition per unit (5 unit class)	Bachelor's	Master's	Doctoral	Certificate	Distance Learning
Tuition for Class Audit		(\$600)	(\$600)	(\$600)	(\$600)	(\$600)
Total Cost of Business Administration	BA \$78 (\$390) MBA/DBA/Cert. \$120 (\$600)	\$3960- \$14,490	\$10,050	\$13,650	\$5,250	Same as Residential
Total Cost Accounting	\$120 (\$600)	N/A	\$11,250	N/A	\$5,250	Same as Residential
Total Cost of Expressive Arts Therapy:	\$240 (\$1,200)	N/A	\$22,200*	N/A	\$8,850	Same as Residential
Total Cost of Information Technology	\$120 (\$1,200)	N/A	\$11,850	N/A	\$5,250	Same as Residential
Total Cost of MFT:	\$240 (\$1,200)	N/A	\$24,840*	N/A	N/A	Same as Residential
Total Cost of Sport Counseling / Psychology:	\$240 (\$1,200)	N/A	\$22,200*	N/A	\$10,050	Same as Residential
Total Cost of Transpersonal Psychology:	\$240 (\$1,200)	N/A	\$22,200*	N/A	\$8,850	Same as Residential
Total Cost Advertising	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential

Total Cost Communication	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential
Total Cost Executive Leadership Coaching	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential
Total Cost Family Leadership Coaching	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential
Total Cost Fashion Design/Fashion Business	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential
Total Cost Graphic Design	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential
Total Cost Hospitality Management	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential
Total Cost Integrative Nursing Care	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential
Total Cost Marketing	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential
Total Cost Web Design	\$120 (\$600)	N/A	N/A	N/A	\$5,250	Same as Residential
Books and Supplies		\$900 - \$3,600	\$1,600 - \$2,100	\$2,200	\$700 - \$800	Same as Residential
CEU's	\$125/day					